About the Company-

Unicommerce is one of the largest eCommerce technology solution providers in India, and is currently used to manage almost 20% of overall Indian eCommerce transactions (More than 120 Mn transactions amounting to $US 1.5 Bn GMV).

Unicommerce supports 10,000+ global retail brands to manage end to end warehouse operations and can be seamlessly integrated with any of the leading ERPs (SAP, Oracle, Navision etc.).

Product Portfolio:

1. Advanced **Warehouse management system** (handheld, FIFO picking, cycle count etc. supported)

2. **Multichannel online order and inventory management,** which can be easily integrated with any of the leading ERPs

3. **Omni channel** solution to manage store delivery of online orders

4. **Vendor panels** for stock management across suppliers

Why Unicommerce?

Be part of a profitable startup on its way to becoming the first ecommerce focused SAAS unicorn of the country.

Develop systems & services to deal with high volume ecommerce workloads. We process close to 20% of Indian ecommerce volume -- around 400K order items per day, amounting to $US 1.5+ Bn GMV, which is more than what most of the big marketplaces in India see.

Work on tough distributed system problems (large scale multi-tenancy, distributed co-ordination, scaling, engineering for high availability under varied workload patterns) in a large scale environment (100 MM hits/day, large clusters comprising 100s of AWS nodes)

Contribute to the evolution of our product portfolio atop our high performing SAAS platform. We help sellers & enterprises around the world automate their ecommerce operations via a suite of products: multi-channel order and inventory management, warehouse & vendor management, omni-channel etc..

Work in a tight-knit high performance team, alongside strong problem solvers graduated from IITs/NITs and other Tier 1 colleges with work experience from companies like Amazon, Microsoft, PayTM, Snapdeal, Makemytrip, Yatra etc. We have a flat hierarchy. Everyone codes, everyone ships. Take end to end ownership of services and components.

Job Description

Responsibilities

- Handle a portfolio of Enterprise Accounts for Onboarding at Unicommerce
- Develop Customer First Approach in team to understand customer pain points
- Collaborate with Cross functional Teams such as Product management and Tech team to deliver standard or custom made solutions for client requirements.
- Develop in depth understanding of the Unicommerce product and solve every day queries of your team and train them to better equipped to solve client issues
- Demonstrate outstanding interpersonal and communications skills

Skills and Requirements

- Minimum of 3-5 years of experience with Enterprise SaaS products of Customer Delivery or Key Account management, or support within a software/SaaS environment.
- The candidate should have demonstrated ability to collaborate and build strong relationships with customers especially at the Key decision maker levels
- Have a firm grasp of technology and the ability to learn every detail of a product to help to troubleshoot and creatively solve problems. Be familiar with enterprise software and SAAS.
- Strong project management skills with a proven ability to estimate, plan and effectively execute and control projects to deliver agreed upon scope on time within budget
- This person needs to have a customer focused mindset, and should be able to drive a team towards efficiency and customer satisfaction.
- Experience in SQL is a plus.

Experience:3-5 years

Location: Gurgaon