



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

- Consultative high-value corporate Handling Experience.
- Ability to understand the client business model and help in upsell Unicommerce offerings.
- Help in reduction of the Churn numbers of the client.
- Networking and experience in enterprise sales so as to get maximum reference of prospective brands.
- Coordination with the existing users along with the operation and backend team.
- Establish clear retention goals and process milestones for the client and employees to work toward
- Assist customers as needed with setting up and navigating programs or software associated with a product
- Experience work in promoting the value of the product and upsell services and products with brand image and promoting value through customer experience
- Review customer complaints and concerns and seek to improve all aspects of the customer experience with the company
- Maintain a detailed understanding of products and services, assist customers with questions and suggest the best products for their needs
- Optimize existing processes within the company and actively enhance all Customer Success initiatives

Qualifications

- 3-5 years of experience in customer success position strongly preferred
- Excellent communications, confident and Fast learner, enjoys selling and winning accounts.
- Excellent at relationship building, nurturing and maintaining contacts
- Exceptional ability to communicate and foster positive business relationships
- Accountability and personal organization are essential
- Deep understanding of customers concerns and thoughts regarding the use of products, and the ability to troubleshoot as needed

Experience: 3-5 years

Location: Bangalore