



Senior Customer Success Engineer (US)

- ✓ Full Time
- ✓ 100% Remote
- ✓ Time Zone: EST
- ✓ Employee
- ✓ Customer visit as needed (within the US)

We are an innovative startup that helps companies set their data free with faster and more secure data access. We offer a data security platform that helps our customers accelerate data innovation, reduce security risks, and increase productivity by using a self-service data portal where users can get access to data in seconds instead of weeks.

We have offices in Israel and California and remote team members across the US & EMEA. We hope that you will be interested in joining us!

As the Senior Customer Success Engineer, you'll own the customer relationship from a technical perspective, becoming the trusted advisor for successful implementation and ongoing adoption of us.

You will partner with product management, engineering and sales to communicate and process customer feedback, surface areas for enhancements and improvements, and drive toward the successful resolution of customer-related issues. You will be working with a team of smart, creative, talented, curious, focused and open-minded people to build a world-class solution that customers love.

Key Responsibilities

- Guide customers through the technical implementation of the Satori solution in order to achieve their business goals.
- Identify and predict potential technical challenges and collaborate with customers and internal resources to address them.
- Record and document various technical solutions, integrations, playbooks, etc., and incorporate them as part of Satori's documentation and playbooks.
- Collaborate with customers to deploy, manage, and audit best practice use, ensuring rapid Time-To-Value.
- Empower customers to fully utilize Satori's capabilities and product features.
- Work closely with Customer Success Managers to ensure coordinated engagement for successful customer outcomes.
- Conduct technical customer training sessions and provide information on product updates.



- Research and investigate solutions to data and business challenges, providing recommendations and action plans.
- Triage, analyze and help in troubleshooting customer issues, taking technical ownership to drive resolution.
- Build strong relationships with customers and champions to drive customer satisfaction and customer advocacy.
- Manage customer communications and work with internal teams to address questions and requirements.
- Address customer escalations, concerns and queries in a timely and accurate manner.
- Serve as a subject matter expert for the product and the domain and provide guidance, best practices and advice.

Required Qualifications

- 5+ years of experience in Customer Success in a SaaS, B2B technology, Enterprise IT/security/data/infrastructure company.
- Creative problem solver with strong client-facing skills.
- Experience participating in contract renewal and expansion processes.
- Self-starter who can work independently and/or as part of a team.
- Strong knowledge of databases, NoSQL technologies and BI tools.
- Strong knowledge of cloud technologies, Kubernetes and networking.