Job Title: Implementation Analyst

Company: Winmore

Location: Bengaluru, India

Position Type: Full-time

Experience Level: Entry-level (2-3 years of experience)

About Winmore

Winmore is the go-to solution for forwarders, brokers, and carrier professionals seeking to streamline tender management and RFQ workflows with data-driven insights. Our platform leverages artificial intelligence to revolutionize the pricing process, empowering users to optimize bids, track performance, and negotiate contracts with confidence.

Role overview

Winmore is seeking a proactive and detail-oriented Implementation Analyst to join our dynamic team. As an Implementation Analyst, you will play a crucial role in ensuring the successful onboarding and implementation of our software solutions for our clients. This role offers an excellent opportunity for individuals with 2 to 3 years of experience to kickstart their career in a supportive and growth-oriented environment.

Responsibilities:

1. Collaborate with customers to understand their specific business requirements and objectives.
2. Assist in the configuration and customization of Winmore software to align with customer needs.
3. Conduct product demonstrations and training sessions for customers to ensure they can effectively utilize our software.
4. Provide ongoing support and troubleshooting assistance to customers during the implementation process.
5. Work closely with internal teams, including Customer Support, Sales, and Product Development, to communicate customer feedback and ensure a seamless implementation experience.
6. Document and maintain detailed records of customer interactions, configurations, and customizations.

Qualifications:

1. Bachelor's degree in Business Administration, Information Technology, or a related field.
2. 2-3 years of experience in a similar role, preferably within the software or technology industry focused on Supply chain & Logistics domain
3. Strong analytical skills with the ability to quickly understand complex business processes and software systems.
4. Excellent communication and interpersonal skills, with the ability to effectively engage with clients and internal teams.
5. Detail-oriented with a focus on delivering high-quality results within established timelines.
6. Ability to adapt to a fast-paced and evolving work environment.

Benefits:

1. Competitive salary and benefits package.
2. Opportunity for career growth within the Implementation team and beyond.
3. Flexible work arrangements and a supportive work culture.
4. Ongoing training and development opportunities to enhance skills and knowledge.

At Winmore, we are committed to fostering an inclusive and diverse workplace where all employees feel valued and empowered to succeed. If you are passionate about technology and thrive in a collaborative environment, we encourage you to apply for the Implementation Analyst position and join our team today.

Please note Winmore is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran, or disability status.

To request an application, apply for the position or learn more, please contact Sujit Behera.
sujit.behera@winmore.app