



Implementation Consultant at Winmore Job Description

About Winmore

Winmore helps forwarders, carriers and brokers win more lanes, revenue, customers...and hours in the day! The Winmore platform combines artificial intelligence with pricing optimization and workflow management to transform today's logistics service providers' commercial operations. Winmore is recognized as a FreightTech 100 innovator and powers the most trusted global brands in logistics as well as the fastest up-and-comers in transportation.

With offices and customers around the world, Winmore is the choice of thousands of logistics professionals who log into the Winmore platform each day to manage tenders and RFP's, streamline their on-boarding processes, lead commercial teams and ensure operational compliance.

We are a group of industry experts that are agile and driven to deliver unparalleled results for our customers through AI-Driven Price and Process optimization. We're looking for motivated and exceptional people to join us on our exciting journey to transform the logistics industry globally.

Implementation Consultant

The position will be responsible for supporting new customers as they onboard their users and processes into the Winmore Software. Onboarding consists of, but is not limited to:

- Work with the engineering team to prepare a new customer environment.
- Customize environment as defined by customer-specific requirements.
- Prepare Project Plan and discuss process with the Customer.
- Test the environment to ensure correct set-up and functionality.
- Host End-User Training Sessions, Train-the-Trainer Sessions and Customer-Admin Training Sessions.
- Work with the customer to ensure customer data is being captured to facilitate reporting and dashboards.
- Model the customer's process within the Winmore System.
- Assist in uploading customer historical data into the Winmore system, including mapping and customer calls to ensure understanding of data and how to translate it into the system.
- Ensure new customer satisfaction throughout the onboarding process.
- Document customer configuration at time of Go-Live.
- Facilitate smooth handover of fully onboarded clients to the Account Manager.



The position will also assist in customer support for the first months post go live of the implementation until full handover to account management and support.

Support consists of, but is not limited to:

- Periodic monitoring of the customer support desk.
- Providing responses to end-user support inquiries, complaints, feedback and enhancement requests according to agreed upon SLAs.
- Immediate verification and escalation of system outages reported by customers.
- Troubleshoot issues and bugs, resolving as much as possible before engineering intervention.
- Document reproduction steps for bugs on designated engineering boards.
- Assist in prioritizing issues and bugs based on customer communications, process disruption and new customer implementations.
- When customer engages in professional service hours, configuration of workflow processes, making updates to data structure in software, and document custom configurations—in the same way initial implementation is handled.

Skills Required:

For new customer implementations, this person must have well-developed verbal and written communication skills as well as a thorough knowledge of the software application and be able to describe its functions, features and details to end-users. They should be comfortable training groups and individuals via video conferencing. The position will require working closely with new customers to understand their business requirements. The successful Implementation Consultant will quickly gain an understanding of the Winmore platform and capabilities and will be able to translate customer processes and data-needs into configuration that fits within the system's parameters.

Education, Experience and Competencies:

Business Requirements:

- Experience with SAS implementations (a plus if in the logistics industry),
- Understanding of business process modeling,
- Excellent strategic & technical thinking,
- Ability to consultatively engage with customers and to quickly make complex decisions,
- Thrives in a fast-paced, entrepreneurial environment,
- Experience leading customer facing discussions,
- Attention to Detail that can be translated into both customer-facing and internal documentation of customer business requirements, processes and configuration,
- Ability to coordinate with the product team and customer to define and refine solutions for customer use-cases outside of current system functionality,



Technical Requirements

- Experience with web-based software solutions,
- Enjoys problem solving and finding innovative solutions,
- Can quickly learn and internalize software capabilities and translate customer use-cases into system configuration,
- Experience QA'ing and Regression Testing from an end-user perspective highly desirable,
- Experience with integrating software systems highly desirable,
- Experience building dashboards via BI tools is helpful, but not required,
- SQL and JSON languages preferred, but not required

Personal Competencies

- Fluent English speaking and writing skills,
- Intrinsically motivated to ensure customer success and satisfaction,
- Strong interpersonal and communication/listening skills,
- Professional and Confident in working with high profile clients,
- Disciplined, structured, with a balance between analysis and action,
- Team player but also able to self-manage and work independently,
- Strong and current knowledge of technology platforms and ability to quickly adapt to new software,
- Relevant Bachelor degree preferred.

Background in logistics, warehousing and 3PL RFP Management is highly preferred.

To learn more, please contact Tiffany Zwolakowski at Tiffany@winmore.app