

TASS Americas is currently seeking a candidate for :

MADYMO Sales Support Engineer

TASS Americas is looking for a dynamic individual to help drive the growth in their North and South American markets.

Job Responsibilities:

- Prepares and administers technical and commercial information for customer contacts.
- Informs existing new customers proactively about the latest technical updates which are available with current and future releases.
- Identifies new customer and contacts (leads) in areas that meet the company's strategy.
- Initiates meetings with new and existing customers.
- Builds clear presentations and prepares proposals.
- Inquires and ensures a good understanding of the customers working procedures in order to achieve a good introduction of the available software solutions.
- Communications with the company's engineering department with all of the customer's service needs (projects; training) and ensures adequate response will be given to the customer.
- P3 level: is able to manage technical presentations in a consultative way, in order to convince the customer that they need the company's software.
- Prepares and executes product trainings for customers.
- Builds presentations, including training material and exercises.
- Is responsible for up-to-date training material.
- Supplies first line of support towards customer's technical questions.
- Is responsible for forwarding and tracking technical questions in the second and third line of support process (by automated reporting system).
- Ensures follow up, by keeping the customer informed on the handling of technical questions.
- Ensures the customer satisfied about the response on the technical question.
- Identifies and understands customer needs pro-actively.
- Acts as a liaison between customer's requests and Headquarters.
- Provides feedback to Product Management in order to define improvement needs with respect to the MADYMO Software.

Required Background & Education:

Masters of Science in Engineering, or equivalent/relevant work experience.

- Excellent communication skills.
- A good level of verbal and written English.
- Good knowledge of finite element methods, multi-body dynamics, explicit time integration methods and MADYMO Software.
- Good knowledge and working experience with CAE.
- Knowledge of other simulation software is desirable. (e.g. ABAQUS, LS-Dyna, Radioss, Pamcrash, Easi, LMS)

If you are interested in applying for this position, please your resume and cover letter to Cindy Michon at cindy@madymo.com