Job Title:	Trend Micro Post Sales	Years of Experience:	5-6 Years
Department	Technical	Position Type:	Full Time
Location:	Noida	Date posted:	
Package:	8-10lacs		

Job Description

Company Description

Starlight Data Solutions is an IT consulting company located in Noida. We specialize in organizational transformation through technology-driven strategy. Our team comprises pathbreakers, trend-setters, innovators, thought leaders, convergent thinkers, technology gurus, and an avant-garde crew of technologists who are committed to delivering tailor-made technology solutions to our clients.

Position Overview:

The Post Sales Specialist at Trend Micro is responsible for ensuring customer satisfaction and successful deployment of Trend Micro products post-purchase. This role involves providing technical support, conducting product training, and acting as a liaison between the customer and the company to ensure a seamless post-sales experience.

Key Responsibilities:

- **Customer Support:**
    - Provide technical support to customers via phone, email, and on-site visits.
    - Troubleshoot and resolve issues related to Trend Micro products.
    - Collaborate with the engineering team to resolve complex technical problems.
- **Customer Onboarding and Training:**
    - Conduct onboarding sessions to help customers understand and effectively use Trend Micro products.
    - Develop and deliver training materials and sessions for customers.
    - Ensure customers are aware of and understand new features and updates.
- **Customer Relationship Management:**
    - Act as the primary point of contact for customer's post-purchase.
    - Build and maintain strong relationships with customers to ensure high satisfaction levels.
    - Conduct regular follow-up with customers to assess their satisfaction and gather feedback.
- **Documentation and Reporting:**
    - Maintain accurate and detailed records of customer interactions and issues.
    - Prepare and present reports on customer feedback, common issues, and overall satisfaction.
    - Provide insights and recommendations for product improvements based on customer feedback.

Qualifications:

- **Experience:**
    - Minimum of 3 years of experience in a technical support or post-sales role, preferably within the cybersecurity industry.
    - Experience with Trend Micro products is highly desirable.
- **Technical Skills:**

- o   Strong knowledge of cybersecurity principles and practices.
  - o   Proficiency in troubleshooting and resolving technical issues.
  - o   Familiarity with various operating systems, networking, and security protocols.
- **Soft Skills:**
  - o   Excellent communication and interpersonal skills.
  - o   Strong problem-solving and analytical abilities.
  - o   Ability to work independently and as part of a team.
  - o   Customer-centric mindset with a focus on delivering exceptional service.

Desired Attributes:

- Proactive and self-motivated.
- Ability to handle stressful situations with a calm and professional demeanor.
- Strong organizational skills and attention to detail.
- Eagerness to learn and adapt to new technologies and trends in cybersecurity.

How to apply-

Interested candidates are invited to submit their resume along with a cover letter detailing their relevant experience and motivation to **contact@pmspl.net**