

Saison Technology International, Inc.

Position Title: Solutions Consultant
Location: East Coast in US

Job Description

FLSA Status: Exempt
Date Last Modified: April, 2026

General Position Summary

The Solutions Consultant is a team-oriented position with responsibility to our customers, partners and prospects and with strong likelihood for growth. The potential candidate must enjoy a fast-paced environment with multi-role responsibilities and bring a lot of enthusiasm to the job. This role has central importance to the ongoing success of the company.

This position has responsibilities for pre-sales engagements involving customer prospects and partners as well as post-sales engagements involving customers. Duties include delivering technical presentations, providing product demonstrations, developing custom demos, developing and delivering technical training and implementation of HULFT solutions in customer environments.

Essential Job Functions

Positioning –

- Positioning & Responsibilities - Delivers customer-facing implementations and pre-sales engagements. Supports solution design, technical presentations and solution implementation.
- Required Skills - Deep technical expertise, innovation leadership, thought leadership, strategic deal architecture, product feedback, mentorship.

Solutions Consultant

- Deliver end-to-end customer solutions using industry-standard methodologies, ensuring that the solution can be completed on time by engineering department, within budget, and to customer satisfaction.
- Partner with customers to understand business use cases and processes, then design and implement tailored solutions using the HULFT platform.
- Develop system design, functional and technical specifications to meet customer requirements across functionality, reporting, customization, and integration.
- Install, configure, customize, and test HULFT software at customer sites; maintain deep platform expertise across complex enterprise environments.
- For every customer, document and share internally comprehensive customer meeting notes, pain points, ecosystem diagrams, business use cases and processes, requirements and design for solution implementation etc.
- Serve as a trusted advisor throughout the full customer lifecycle — from pre-sales through post-sales — ensuring long-term satisfaction, retention, and growth.
- Develop and execute customer success plans aligned to business objectives, driving measurable outcomes and maximizing platform value.
- Proactively monitor customer health, adoption, and engagement to identify risks and opportunities, preventing churn and accelerating expansion.
- Conduct regular business reviews (QBRs/EBRs) with stakeholders and executives to track progress, demonstrate ROI, and align on goals.
- Deliver compelling presentations, demonstrations, and workshops for strategic accounts, both remotely and onsite.

- Lead technical strategy for complex deals — architecting end-to-end solutions and championing best practices for consistent, high-quality delivery.
- Drive solution innovation through advanced demo environments and channel field insights into actionable product feedback.
- Collaborate cross-functionally with Sales, Product, and management — including overseas offices — to ensure seamless project execution and customer outcomes.
- Build and maintain relationships at all levels of customer organizations, from daily users to executive sponsors.
- Develop onboarding and adoption frameworks to accelerate time-to-value; contribute to scalable playbooks and enablement resources.
- Identify and cultivate customer champions, supporting case studies, referrals, and expansion opportunities.
- Provide mentorship to junior team members, elevating overall team capability and performance.

OTHER & MISCELLANEOUS

- Ability to balance multiple projects at any given time and stay on top of the details of each.
- Strong presentation and communication skills.
- Enthusiastic, personable and flexible.
- Positive attitude and very customer-centric. Always willing to put customer's needs first.
- A self-starter and quick learner, comfortable in a fast-paced environment where priorities may shift.
- Maintains high ethical standards in the work place.
- Maintains good communication with management, office staff members and outside contacts.
- Complies with all company policies and procedures.
- Responsible for maintaining a clean and safe working area.

Qualifications

Education Experience

- Bachelor's degree (B.A. / BSc) from four-year College or university; or equivalent combination of education and experience.

Work Experience

- Minimum 5-7 years of experience in post-sales professional services engagements or pre-sales activities
- Experience with enterprise middleware and manufacturing industry preferred
- Knowledge of Java, Databases, Web Services an advantage

Technical Skills

- Knowledge in Windows, Linux and Unix systems.
- Knowledge in network and IT infrastructure such as TCP/IP and other communication protocols, data encryption, web systems/services, RDBMS, etc.
- Knowledge and understanding of general IT administration tasks including user management, log management, batch processes, script writing, backups, clustering, disaster recovery, etc.
- General knowledge and understanding of wide array of enterprise business applications and technologies including ERP, CRM, databases, cloud services, email, FTP, HTML, XML, REST, etc.
- Leverage AI-powered tools (e.g., GitHub Copilot, ChatGPT, Claude) to accelerate solution development, automate repetitive tasks, and improve the quality of technical deliverables.
- Apply AI/ML concepts to customer use cases — identifying opportunities to integrate intelligent automation, predictive analytics, or generative AI capabilities within HULFT-based solutions.

- Use AI-assisted analysis to rapidly assess customer environments, surface patterns in data pipelines, and recommend optimizations that reduce implementation time and risk.
- Build and demonstrate AI-enhanced demo environments that showcase how HULFT integrates with modern AI/ML platforms and data ecosystems to deliver business value.
- Stay current on emerging AI technologies, tools, and frameworks (e.g., LLMs, vector databases, AI agents, RAG architectures) and apply relevant advancements to customer engagements.
- Utilize AI-driven customer success tools to monitor health scores, predict churn risk, and generate proactive engagement recommendations across the customer portfolio.
- Automate reporting, documentation, and knowledge base creation using AI tools to improve team efficiency and ensure consistent, high-quality customer-facing outputs.
- Collaborate with Product and Engineering teams to identify and prioritize AI-driven feature opportunities informed by field experience and customer feedback.

Supervisory Responsibilities

- None required.

Certificates / Licenses

- None required.