



## **Senior Sales Consultant**

Location: Home Office - USA

Job #: 040

**KANA**, the leader in software solutions for customer service, helps the world's best known brands master their service experience. KANA's Service Experience Management solution, a unique combination of business process, case and knowledge management, allows companies to control every step within each customer interaction to deliver the ideal service experience. Lagan Technologies, a part of KANA, powers over 200 government agencies worldwide serving 60 million citizens a year.

Together, our clients report double-digit increases in customer satisfaction and increased revenue growth while reducing contact center costs by an average of 20 percent.

Our award-winning solutions are proven in hundreds of companies worldwide, including approximately half of the world's largest fortune 100 companies!

If you are interested in starting a progressive and gratifying career with a company that is charting new territory and going through phenomenal growth then KANA/Lagan is the place for you! You will have the opportunity to work hand-in-hand with the world's best-known brands and industry thought leaders to shape the future of customer service solutions while enjoying a flexible, collaborative and a stimulating work environment that will keep you engaged.

### **Primary Responsibilities:**

- Providing pre-sales support in proposing and designing solutions to meet customers' business and technical requirements.
- Developing and conducting effective demonstrations and presentations geared towards partners' and customers' business/technical requirements.
- Assist in the completion of requests for proposal.
- Become an expert in KANA's customer service application suite.

### **Experience:**

- Experience in a sales capacity selling desktop apps
- Strong presentation and customer relationship skills
- In-depth knowledge of web-based technologies and web-architected applications
- Project Management experience highly desirable
- Experience with JavaScript

**Travel:** 25-35% Domestic & International

**Office Location:** KANA/Lagan's US headquarters is located in Sunnyvale, CA and there are office locations in Overland Park, KS and Chicago, IL.

KANA offers a highly competitive total rewards compensation and benefits package including a very competitive commission program. Interested parties encouraged to apply by sending their updated resume/CV via email: to [career@kana.com](mailto:career@kana.com) EOE