

Position:

Customer Success Engineer

Company:

PointPredictive is a fast-growing technology start-up that leverages a patented combination of artificial and natural intelligence [Ai+Ni] to provide risk assessments in the auto lending, mortgage, and retail space. The platform has been proven to reduce lender loan losses by 40-60% with review rates of 5-10% of their applications, resulting in higher productivity of lender risk management departments, significantly lower losses to their bottom lines, and improved customer experience. The company was founded in 2013 by a seasoned team of technology entrepreneurs with over 20 years of experience in the startup space (including several acquisitions), and has financial backing from top tier investors.

Role:

The company is looking for an outstanding engineer who would be responsible for supporting customer onboarding and customer requests. Core skills include Python software development and experience with Amazon Web Services.

Responsibilities:

The customer success engineer job responsibilities include (but are not limited to):

- Configuring new client accounts and assisting new clients during the on-boarding process
- Developing new extract-transform-load (ETL) processes
- Maintaining company web applications
- Developing automated code tests
- Building internal software tools to assist processes and information flow for teams across the company.

Requirements:

- 1-3 years of experience coding in Python
- 1-3 years of experience building and deploying infrastructure in AWS
- 1-3 years of experience building ETL pipelines
- 1-3 years of experience working in a fast-paced start-up environment
- Strong SQL skills
- Experience working with data warehouses (e.g., RedShift, Snowflake, etc)
- Experience working with BI/visualizations tools (e.g., Periscope, Sisense, etc)
- Experience working in a FinTech company is a plus