



J O B T I T L E

Customer Business Analyst (Serbia)

J O B D E S C R I P T I O N

Come join us as we transform an industry! Cloudleaf is growing fast and looking for a Customer Business Analyst to join our Customer Success organization. This role will be part of the Customer Success team, reporting to Cloudleaf's Director of Implementations.

The Customer Business Analyst role is a key customer-facing position. A qualified candidate will:

- Help customers onboard onto Cloudleaf's platform through several key areas:
 - Develop business processes and SOPs with the customer for using Cloudleaf
 - Develop and deliver training content to the customer
 - Support Deployment Managers in project management and execution
 - Support Solution Architects in design workshops
 - Conduct and facilitate workshops with customers
- Formalize processes and best practices that lead to successful customer deployment outcomes
- Partner effectively internally and externally to achieve our customer goals
- Become an expert in our platform and offerings

About You

- You are scrappy, not distracted by noise and you GetS(tuff)Done
- You are in your element in a fast-paced startup
- You are curious, love problem solving, love technology and love data
- You are a builder and a doer
- You are driven and results-oriented
- You are prescriptive
- You are fiercely accountable
- You are customer obsessed and value-driven
- You are comfortable interfacing across all functions of the company
- You are as comfortable talking to executives as you are with IT and Operations
- You are credible, and a subject matter expert

Experience

- 3+ years of enterprise system implementation experience
- Experience developing business processes
- (preferred) experience in SaaS startup
- (preferred) experience in Supply Chain/Logistics

About Cloudleaf

Cloudleaf was founded on a compelling vision: take a radical new approach to unlock the massive value within supply chains, and transform them into more powerful, data-driven strategic assets.

In a world of increasing business disruption, unpredictability, and customer expectations, continuous visibility and continuous intelligence within the supply chain is critical to a company's growth and a necessary strategic advantage.

We are shaping the present and future of supply chains by creating continuous visibility into the location, condition and context of material goods and assets.

cloudleaf.com/careers/