



# Reflektion

## Technical Project Manager - Deployments

Location: USA or Argentina

Last updated: 12/15/2020

### About Reflektion

Reflektion's AI-powered personalization platform listens to the behaviors of each individual shopper, utilizes Artificial Intelligence to calculate their preferences and intent, and then responds to every moment-to-moment interaction by displaying the most relevant content and products in real-time and across the digital touchpoints that matter most—including preview and site search, product recommendations, category and landing pages, and email.

Leading retail brands such as Skechers, Reeds, Petco, Ascena and RiteAid rely on Reflektion's platform.

Founded by pioneers in Artificial Intelligence and awarded both the Best eCommerce Solution and Best Overall Business Technology Solution by SIIA in 2019, Reflektion combines individual shopper insights, product intelligence, and AI to create more relevant and impactful eCommerce experiences.

Reflektion is backed by leading investors including Battery Ventures, Hasso Plattner Ventures, and Clear Ventures.

Reflektion enjoys a rich culture of innovation. We hire talented individuals who are self-motivated, willing to experiment and can work under tight schedules.

### Summary

Reflektion is seeking a senior technical project manager to join our growing technical deployment/support team. The successful candidate will play a dual role of being the main point of contact for customers during implementation of all of Reflektion's eCommerce solutions (from initial deployment to upsell of additional products), as well as be a hands-on technical advisor and problem solver.



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In this role, the PM will kickoff and manage the entire lifecycle of customer projects, be in charge of managing customer expectations, while adhering to strict deadlines and scope to ensure project success. This includes developing and maintaining key project deliverables such as requirements design specifications, project plans, personalization surveys, and other project artifacts. He/she will also be coordinating team efforts with onshore/offshore Engineering and Support resources.

As a technical advisor, the candidate will dig deep into technical issues the customer is facing, as well as have a deep understanding of Reflektion solutions and be able to troubleshoot issues, and provide possible technical solutions.

Ideal candidates will have strong engineering background, and extensive experience deploying complex enterprise cloud software, and project management and follow up.

## Requirements

- BS in Computer Science, Electrical or Electronics Engineering.
- At least 2 years of hands-on web application development experience with emphasis on APIs and Frontend technologies like HTML, CSS, Javascript, React, jQuery. etc.
- At least 5 years experience in technical project management and delivery - planning, requirements gathering, execution, risk and change management for a small to medium size software company.
- Experience with B2B SaaS software or eCommerce customer implementations
- Excellent verbal and communication skills and ability to translate technical solutions to technical and non-technical audiences
- Strong understanding of customer integrations with APIs
- Experience using support tools such as JIRA, Zendesk, and other tools.
- A positive, can-do, problem solving mindset and ability to work in a fast-paced environment!

To apply, please send your resume to: [jobs@reflektion.com](mailto:jobs@reflektion.com)