



We know when machines fail!

Cassantec has developed the “killer app” for industrial asset management. Our unique blend of Machine Learning algorithms with an expert system allows us to forecast malfunctions with explicit future time horizons of weeks and months, in certain cases years. The value of this (e.g. for Predictive Maintenance) is being recognized by a growing list of large corporate clients from various industries (e.g. power, oil & gas, mining, transportation, steel, pulp & paper) and regions (e.g. Germany, Switzerland, France, USA, Japan, South Africa). To help us manage that growing client base, we are looking for a

VP Solution Delivery and Client Success (m/f)

Responsibilities

Develop and continue to build out the existing delivery team, comprising Configuration Managers and Backend Engineers. Initially assume hands-on responsibilities as described below, which will be gradually transferred to the growing team.

Successfully manage and deliver complex rollout projects and service delivery at our clients:

- Plan and manage the roll out as well as service delivery phase jointly with the client;
- Anticipate risks, define mitigation strategies and work with the client to ensure a mutually agreed-upon action plan.

Ensure superior client experience and client satisfaction:

- Manage client expectations by making sure the expectations are properly understood, aligned internally and externally, communicated and managed;
- Ensure all client requests are appropriately understood, prioritized, and addressed while maintaining sensitivity towards both client satisfaction and impact on Cassantec.

Expand the Cassantec footprint at the client:

- Serve as product usage consultant to derive creative solutions to ensure maximum client utilization and satisfaction;
- Build up trusted relationships with the client counterparts that are based on mutual respect and openness;
- Understand the client needs and pain-points and shape solutions that are based on the Cassantec product.

Profile

- Degree in (mechanical) engineering – other relevant disciplines, e.g. physics, may also be considered;
- Excellent presentation and meeting facilitation skills, team and project management experience;
- Experience in identifying and overcoming project challenges;
- Demonstrated analytical rigor and technical curiosity, resourcefulness and creativity;
- Executive engagement skills with an ability to establish strong relationships with business decision makers;
- Strong interpersonal skills that establish trusted advisor relationships with clients;
- Highly collaborative, yet able to function well independently;
- Travel expectation of up to 60%, on a weekly basis;
- Exposure to condition monitoring and diagnostic technologies, e.g. vibration analysis, is a plus;
- Experience in industrial data management or even industrial data mining is a plus;
- Fluency in German and in English.

Location

The work location will be in Berlin, Germany. A partial home office solution is possible.

Development Potential and Benefits

A successful candidate has the possibility to become Cassantec's Chief Operating Officer (COO).

Beyond an individually negotiated compensation package, our future VP Solution Delivery and Client Success (m/f) will enjoy a unique combination of professional opportunities, entrepreneurial spirit, technological excellence and industry exposure. She/he will be able to personally and professionally grow with a young and striving company through technically challenging, diverse and highly international projects.

To apply for this position, please e-mail your cover letter and CV to recruiting@cassantec.com.