

Implementation Engineer – Del Mar, CA

Company Description

Certona Corporation is the creator of Resonance®, a real-time personalization and revenue optimization platform for multi-channel retailers. Resonance automates a company's ability to provide relevant, individualized experience and product recommendations in real-time, increasing average order value and revenue per visit. With seven patents pending, the "self-optimizing" system is powered by sophisticated neural networks and a portfolio of algorithms to deliver real-time product, content, and promotional offers through multiple channels – web, email, call center, point-of-sale, and mobile. Clients are typically up and running in less than a month, and include some of the most recognized online and multi-channel retail brands across all popular verticals. For more information, visit www.certona.com.

Description

Certona Corporation is looking for a technically strong and detail oriented Implementation Engineer to work with new and existing clients to ensure successful technology integration into their sites. This role will interact directly with many customers when a new client is using Certona. This role will also serve as a first line of support to acknowledge and troubleshoot any issues for clients' existing implementations.

Key Responsibilities

- Plan, develop, and execute the integration of Certona technologies into client eCommerce websites
- Set up, maintain, and troubleshoot customer product data feeds, live data collection, and other programmatic interactions with customer websites and third-party eCommerce providers
- Create and configure XLS transforms, HTML code, and JavaScript to integrate Certona service into customer web pages
- Troubleshoot problems and issues with customer implementations and create solutions in a responsive customer support environment
- Document issues and resolutions, processes followed, and any applicable code changes
- Be intensely customer oriented by providing clear and accurate answers to customer questions via conference calls, webinars, and emails in support of Certona implementations.

Qualifications

- Undergraduate degree in Computer Science and a minimum of two years of eCommerce website development experience; additional years of work experience may substitute for degree
- Strong skills with SQL, SQL Server (including SSIS), HTML, Javascript, XML (including XSLT)
- Additional Microsoft .Net, Microsoft Visual SourceSafe, Microsoft SharePoint skills are necessary
- Experience with web services, C#, object-oriented languages, Microsoft Team System, and object oriented software design would be a plus

Please send your resume and cover letter to careers@certona.com.
