



The **Consulting Manager** serves as a strategic liaison between CitiXsys, its channel partners, and end customers. This role is responsible for overseeing both pre-sales and post-sales activities, including product training, partner enablement, solution delivery, and customer implementation. In regions where CitiXsys works directly with customers (i.e., without a channel partner), the Consulting Manager acts as the primary point of contact. A key focus of this role is ensuring partner readiness, driving successful project outcomes, and enhancing overall customer satisfaction through expert consulting and support.

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## Key Responsibilities

- Act as the primary functional and technical contact for channel partners and direct customers within the assigned region.
  - Provide pre-sales support, including product demonstrations, solution alignment, and assistance with customer requirements gathering.
  - Lead and manage end-to-end project implementations, ensuring delivery of all related documentation such as project plans, blueprints, gap-fit analyses, test cases, and sign-offs.
  - Enable and support partners through recurring training webinars, on-demand e-learning content, and knowledge-sharing forums.
  - Promote and monitor certification compliance among partners, as outlined in partnership agreements.
  - Identify and pursue upsell and cross-sell opportunities within the existing customer base.
  - Maintain accurate project records and updates in the CitiXsys Project Management System.
  - Collaborate with the Product Development team to stay up to date on new features, and communicate product enhancements to partners.
  - Support the sales process by contributing to RFP responses and presenting compelling value propositions.
  - Create and maintain knowledge base articles and internal resources based on partner and customer queries.
  - Represent CitiXsys at industry events, partner meetings, trade shows, and product seminars.
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## Qualifications

- Minimum of 10 years of experience in pre-sales, functional consulting, or implementation, preferably within the retail technology domain.
- Strong understanding of retail operations, customer journeys, and challenges faced by modern retailers.
- Demonstrated ability to align technology solutions with business goals.
- Exceptional collaboration skills, with the ability to work effectively across cross-functional teams.



- Proven track record managing complex enterprise implementations and multi-stakeholder engagements.
  - Excellent verbal and written communication skills, with experience in delivering engaging presentations and high-quality documentation.
  - Experience delivering training to partners and/or customers, both virtually and in person.
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## **Success Metrics**

- High level of product knowledge and solution expertise.
  - Completion of partner enablement programs and certification targets.
  - Timely and within-budget delivery of customer implementations.
  - Growth in revenue from upsell opportunities and customer retention.
  - High customer and partner satisfaction, measured through feedback and low escalation rates.
  - Full compliance with CitiXsys project management standards and consulting processes.
  - Strength of relationships and account engagement with partners and customers.
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## **Education & Certifications**

- Bachelor's degree in Business, Information Technology, or a related field from a recognized institution.
  - Certifications in sales enablement, consulting frameworks, or enterprise solutions (e.g., PMP, ITIL, or similar) are advantageous.
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## **Additional Requirements**

- Willingness to travel up to 25–40% of the time, depending on regional demands.