

## Bilingual (French) Implementation Specialist (SaaS)

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Company: Keeper Security, Inc.

Location: Chicago

Category: other-general

Keeper is hiring a driven Bilingual (French) Implementation Specialist to join our B2B Support team. This is a 100% remote position with an opportunity to work a hybrid schedule for candidates who live near our Chicago, IL office.

Keeper's cybersecurity software is trusted by millions of people and thousands of organizations, globally. Join one of the fastest-growing cybersecurity companies and provide the most seamless onboarding experience for our customers.

### About Keeper

Keeper Security is transforming cybersecurity for people and organizations around the world. Keeper's affordable and easy-to-use solutions are built on a foundation of zero-trust and zero-knowledge security to protect every user on every device. Our next-generation privileged access management solution deploys in minutes and seamlessly integrates with any tech stack to prevent breaches, reduce help desk costs and ensure compliance. Trusted by millions of individuals and thousands of organizations, Keeper is the leader for best-in-class password management, secrets management, privileged access, secure remote access and encrypted messaging. Learn more at [KeeperSecurity.com](https://KeeperSecurity.com).

### Job Summary

As a Bilingual (French) Implementation Specialist at Keeper Security, your role will be pivotal in guaranteeing the successful onboarding and adoption of our products by our clients. You will engage in close collaboration with our clients and work closely with our Implementation Manager to comprehend their unique requirements, subsequently configuring our solutions to precisely align with their needs. Your expertise and meticulous attention to detail will serve as the cornerstone for providing our customers with a seamless and exceptional experience.

## **Responsibilities**

Oversee the delivery of Keeper's software for all clients including initial deployments of new customers and expansion deployments of existing customers. This includes mastery level understanding of our complex line of technical SaaS products

Tailor our solutions to meet the specific needs and objectives of each client, ensuring a personalized and effective experience

Offer continuous technical support to clients, adeptly troubleshooting issues and efficiently resolving any concerns as they arise. Furthermore, proactively recognize and rectify project-related risks and issues, promptly escalating them to engineering only when required

Maintain accurate records of client configurations, customizations, and communication to ensure a comprehensive understanding of each implementation

Gather feedback from clients and collaborate with the product development team to improve the functionality and usability of our solutions

Effectively oversee multiple implementation projects concurrently, ensuring their timely delivery within predefined scope. Maintain consistent and transparent communication of project status and progress to internal stakeholders and clients, promptly addressing any arising issues or concerns

## **Requirements**

## **Minimum**

Minimum of 2+ years progressive experience in SaaS support and/or implementation

Salesforce experience

Experience with Google docs and MS-office tools

Experience in SaaS deployment with security software experience preferred

Proficiency in leading external client engagements

Excellent communication and interpersonal skills, with the ability to effectively manage client relationships

Strong analytical and problem-solving skills

Ability to work independently and as part of a team, across global regions and time zones

Bilingual fluency, ability to write, read, and speak both English and French

## **Preferred Qualifications**

Experience with project management tools such as Monday.com

Bachelor's degree in finance, business administration (or a field related to project management) or equivalent work experience

## **Benefits**

Medical, Dental & Vision (inclusive of domestic partnerships)

Employer Paid Life Insurance & Employee/Spouse/Child Supplemental life

Voluntary Short/Long Term Disability Insurance

401K (Roth/Traditional)

A generous PTO plan that celebrates your commitment and seniority (including paid Bereavement/Jury Duty, etc)

Above market annual bonuses

Keeper Security, Inc. is an equal opportunity employer and participant in the U.S. Federal E-Verify program. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Classification:**Exempt**

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