



Accelerating Profitability through Exceptional Customer Engagement

## **CRM Deployment Consultant Microsoft Dynamics 365 / PowerPlatform**

If you want to be a Client Success Manager (Technician) that is described as being responsive, confident and respectful in a range of routine and trouble-shooting situations, we are looking for you. You will be:

- High-energy, driven and results-oriented
- An innovative problem solver
- Worthy of trust
- Customer-results focused
- A solid team player

As an essential member of our team, you are responsible for prioritizing weekly and daily actions needed to assure client success with customer's Microsoft Dynamics 365/CRM system. You will be open to addressing the daily challenges our customers face as they grow their business. In addition to CRM knowledge and skills, you will strive to understand the customer's sales, marketing and service processes so you can handle or refer to another team member for best practices, processes and technology to leverage productive customer engagement across the organization.

Ideally have 2+ years of managing data and software application deployment and support experience, and desire to work with customers directly in a variety of industries across North America. This is an excellent professional growth opportunity, if you have the desire to become a valuable resource for the customer.

### **Responsibilities:**

The focus of the position is to ensure client success with the Dynamics 365 Power Platform. You will analyze and address client issues promptly through phone and email interaction. This will include a heavy focus on diagnosing the client's business processes, data utilization and providing the quality assurance of best practices with the corrective action. In addition, you will be configuring fields, screen views and dashboards based on the business requirements collected as part of the development analysis and design phase. You may also participate in data migration and user training depending on your skills.

InfoGrow is highly attentive to application user adoption, making sure that Dynamics users are productive and that managers can measure how their sales, marketing and services processes are working. As such, you will be involved with user system configuration, entity, custom web resources, plugins, and attributes development, view design, data mapping, data management, report / dashboard development and troubleshooting.

### **Qualifications and Experience:**

- Experience with databases or CRMs: Dynamics 365/CRM, SQL Server, Access, ACT, Goldmine, Salesforce, etc.

- Minimum of 2 years' experience managing data and software application deployment and support
- Tech savvy with a strong learning aptitude and a passion for problem solving
- Creative thinker who can fully understand and document client's business processes and apply and build appropriate solutions
- Exceptional analytical and problem-solving skills
- Previous project experience involving various technologies and systems
- Current/previous client software application support experience

#### **Education Requirements:**

- Minimum - Associates Degree or 2 years BA/BS
  - 4-year relevant BS desired
- Capable of obtaining Microsoft Dynamics 365 CRM / Power Platform certifications

#### **Compensation:**

- Based on relevant qualifications and experience
- Well-funded medical benefits and 401K contribution
- Standard paid holidays and two weeks paid vacation with growth of additional weeks
- Casual business attire environment, Free lunch Fridays and other team events

Reports to: CRM Project Manager and works directly with other Client Success Managers and Account Managers within the organization

Please email resume and supporting materials to:

[jobs@infogrowcorp.com](mailto:jobs@infogrowcorp.com)

#### **About InfoGrow:**

InfoGrow Corporation is a national provider of exceptional customer engagement solutions at drive profitability. We offer Dynamics 365 CRM combined with market analysis, marketing automation, business intelligence, sales territory optimization and mapping, as a complete solution for accelerating sales growth and marketing effectiveness.

Microsoft Dynamics 365 CRM is the fastest selling CRM solution worldwide, and InfoGrow is active nationwide in relaunching existing CRM installs as well as new deployments. Our client base cuts across diverse industries, while having extensive experience in insurance benefits, manufacturing and associations. In addition, InfoGrow resells its own CRM add-on products and offers complete Power App development and Power BI reporting services.

**InfoGrow Corporation**  
**2140 Front Street, Cuyahoga Falls, OH 44221**  
[www.InfoGrowCorp.com](http://www.InfoGrowCorp.com)