

## Order Fulfillment Specialist

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Company: precisely

Location: India

Category: other-general

Precisely is the leader in data integrity. We empower businesses to make more confident decisions based on trusted data through a unique combination of software, data enrichment products and strategic services. What does this mean to you? For starters, it means joining a company focused on delivering outstanding innovation and support that helps customers increase revenue, lower costs and reduce risk. In fact, Precisely powers better decisions for more than 12,000 global organizations, including 99 of the Fortune 100. Precisely's 2500 employees are unified by four company core values that are central to who we are and how we operate: Openness, Determination, Individuality, and Collaboration. We are committed to career development for our employees and offer opportunities for growth, learning and building community. With a work from anywhere culture, we celebrate diversity in a distributed environment with a presence in 30 countries as well as 20 offices in over 5 continents. Learn more about why it's an exciting time to join Precisely!

### **Intro and job overview:**

This role is responsible for electronically delivering Precisely products to customers and partners in a timely manner. In addition, the role will close any issues customers may have accessing their products and maintaining their software license keys.

### **Responsibilities and Duties:**

Ensure product delivery to our customers, the final step prior to invoicing and recognizing revenue. Ensure we are meeting audit requirements as part of revenue recognition. Delivered products may include software and license keys, provisioned data and SaaS onboarding.

Generate software licenses using 40+ Precisely Key Generation systems and keep learning

on fulfillment of various products as per the Precisely products expansion.

Fulfillment case triage -

Provide license keys at customer request that include only functionality that a customer has paid for, and no additional functionality that the customer has not paid

Ensure customer can run the software within the scope and restrictions of their contract. (restriction examples include; Operating System, usage capacity, location, etc.)

Respond, investigate, and resolve customer issues when license keys and software are not working in customer's given environments.

**Requirements and Qualifications:**

Atleast 5 years experience in order fulfillment domain.

Strong organizational, analytical skills and attention to detail.

Comfortable working in various business and proprietary systems and software applications.

Ability to work under pressure of financial end of term timelines to complete order delivery.

Experience collaborating within a cross-functional organization.

Previous experience in a back-office order process role.

Previous CRM experience a plus (Salesforce preferred).

Professional oral and written communication skills.

Proficient in Microsoft Office applications (Outlook, Excel, Word, Teams).

Ability to work effectively from home.

Salesforce Certifications would be an added advantage.

Experience working with global partners/ customers would be preferred.

Experience collaborating with global team would be preferred.

**The ideal candidate should be open for both Australia shift or UK shift.**

#LI-KM1 #LI-Remote

It is a requirement for all roles at Precisely to adhere to applicable data privacy and security laws, rules, regulations, and company policies. For more information about Precisely's privacy practices, please see our Privacy Notice: .

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