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POSITION: Senior Customer Success & Applications Engineer
LOCATION: Albuquerque, Cincinnati or Detroit areas
REPORTS TO: VP Customer Success & Chief Technology Officer

Comet Solutions, Inc. provides software-based solutions used by product design workgroups to make better design decisions, complete conceptual design evaluations early and automate time-consuming simulation processes. Within Comet's Performance-Engineering Workspace, engineering analysts capture knowledge, processes and models (i.e., engineering intent) in templates, which allow simulation work to impact the product design and enable non-experts to run complex simulation studies. Comet Solutions is a privately-held company whose customers are leaders in the aerospace, defense, industrial equipment, consumer electronics and transportation sectors.

In the past year, Comet has grown over 100%, adding many new Fortune 500 customers in the US and China. The candidate will help our Customer Success Team manage and grow these relationships, working closely with customer teams using Comet to ensure their success. Current case studies demonstrate clearly that Comet has the potential to truly transform the role of simulation in the product development process, serving often as a catalyst for process change within customer product teams. In the optical design segment, where there is a need for many different tools and the analyses are quite complex, *single* design iterations that once took 4-8 weeks to respond to design changes are now accomplished within a day. Comet represents the new frontier in truly integrated simulation environments - the right candidate will be at the forefront of making this work for our customers.

Job Description:

This is a customer-facing role that requires an energetic, experienced, and flexible technical professional who is able to successfully perform in a young, fast-growing company. The primary goal is to develop, manage and perform application engineering and customer support activities to drive product usage and customer satisfaction. The candidate will take ownership for rapid product adoption and successful use of Comet on customer production work, working closely with the customer team, providing on-site and on-line training and software support, to achieve transformational change in their product design process. This requires not only engineering skills but also the program management skills that would be required to successfully deliver on the various customer engagements.

We are looking for a determined, results oriented and customer-focused professional with strong experience playing leadership roles in post-sales activities for CAE/simulation software products. The ideal candidate would possess the flexibility and drive to quickly master Comet and many other CAD and CAE programs, as needed, to help support our customers. This is an exciting opportunity to join an emerging growth company that has a unique offering in a technically challenging, stimulating work environment. This position is "hands-on" with the product and with customer product development teams. It carries a high level of impact on our company's success through its responsibilities to satisfy our customers, ensuring that they become solid reference customers and expand their own use of Comet rapidly.



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Primary Responsibilities:

- Play a lead role in understanding and communicating the value of Comet products within the customer's product development process, using existing CAE and CAD tools.
- Play a lead role in the specification and management of customer projects - support successful implementation and product adoption by customers; includes aiding program management of customer implementations/pilots, and gathering ROI metrics.
- Play a lead role in setting up and delivering training classes to customers, online and on-site; includes developing and delivering tutorials, training and Help Desk support, as needed.
- Act as the customer's advocate within the company, shaping the product according to the customers' and partners' needs and delivering completed solutions to the customer; help develop product requirements and priorities working closely with the VP Customer Success and the Product Management Team.
- Perform engineering services activities as part of pre-sales or post-sales technical support; may include CAD model development and related engineering analysis, engineering problem solving or guiding development of software customizations.
- Contribute to Software Quality Assurance testing, particularly through customer use cases.

Secondary Responsibilities:

- Support creation of technical marketing tools such as collateral, web site and presentations.
- Coordinate product beta and release acceptance activities such as test plans and test results.
- Provide technical/product training for direct sales and channel sales organizations.
- Analyze competitive products/positioning; influence company business/technical decisions.

Required Qualifications:

- >6 years overall experience in CAE/simulation software industry as an application engineer and in customer support. Experience managing and successfully delivering on customer services projects, including detailed requirements gathering.
- Must have a track record of building meaningful relationships with customers, and be able to relate to and interact with customers' top engineering managers and analysis experts.
- Proven understanding of the product design/development process and the role of virtual product development in failure analysis, verification and design optimization; experience as an engineer doing product simulation work in a manufacturing company is highly desirable.
- Strong knowledge of a variety of CAE tools and product design/analysis techniques and a proven track record of learning new applications rapidly; direct engineering experience highly desirable, especially with CAE tools such as MSC.ADAMS, MSC.NASTRAN, ABAQUS, ANSYS, Thermal Desktop, MATLAB and Excel, and various CAD tools.
- Strong oral presentation and written communication skills, in English, are essential; ability to speak and read/write Mandarin Chinese is a major plus.
- Willingness and ability to travel, when needed.

Education:

- Minimum requirement is a Bachelor of Science in Engineering, with a concentration in either mechanical or civil/structural engineering. An MS engineering degree would be a plus.



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Benefits:

- Base Salary and Bonus Plan
- Employee Stock Option Plan
- Paid Holidays & Vacation
- Comprehensive Health/Medical Benefits, including Life Insurance
- IRA Plan with company match