

Digital Learning Consultant

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Company: McGraw Hill

Location: Thailand

Category: other-general

Overview

Our Higher Education team delivers powerful platforms, highly personalized course materials, and effective learning supplements to help students achieve their goals at every stage of their academic and professional careers.

From ALEKS to Connect to SIMNet , the products you'll work on are used around the globe. We have a passion for learning and believe that every student should have access to affordable, high-quality learning solutions designed to help them succeed.

With the fast-changing landscape in education and the rapid evolution to digital, McGraw Hill has an exciting opportunity for a **Digital Learning Consultant** based in **Bangkok, Thailand** to join our Asia Digital Success team. We seek a highly motivated and self-starter applicant who is both detail oriented and customer focused to continuously improve student, instructor and institutional teaching/learning experience through McGraw Hill's premium digital products and services.

The **Digital Learning Consultant** is tasked with driving deeper digital usage with customers by delivering world class digital implementation training and support that will ensure successful implementation and digital sales growth. The role is also responsible for driving digital renewal business and upselling decision.

Your contribution to the team includes:

Work closely and support existing customers to leverage our market-leading digital learning solutions.

Create customer value and grow revenue by effectively analyze customer needs (student, professor, and educational institution), synthesize gathered information, recommend digital solutions that will deliver desired results, and provide personalized implementation plans and support, both for new customers as well as existing customers not currently using our digital solutions.

Maintain and grow existing digital customer relationships by ensuring a positive customer experience through implementation plans and support through effective training of McGraw Hill digital products.

Provides implementation plan and on-going support for performance pilots and class tests

Effectively uses Salesforce.com; Tracks sales status updates, logs all cases and tasks to ensure internal visibility of activities and utilizes Chatter to ensure key customer information is recorded for all stakeholders

Build strong and trusted relationship with Education Consultants (sales reps), Sale Leads (managers), Product Marketing Team and Digital Success team.

What you'll need to be successful:

Strong analytical and problem-solving skills, including troubleshooting

Self-disciplined and fast learner to dive deep into various digital products

Excellent written and oral communication skills, both technical and customer-facing language

The ability to give clear precise instructions that are readily understandable by non-technical users

Experience with Webinar hosting services (e.g. Zoom/Microsoft Teams)

Strong presentation skills and experience presenting to a group is an advantage.

Related experience which could include: working with customers in educational publishing or educational software, pre-and post-sales support, teaching and/ or providing training.

Ability to manage multiple projects and move them forward to completion within defined timelines.

Proficiency in Thai language is required as this role is hired to cover our Thailand market.

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