



Solution Architect, Seel

📍 Location: San Francisco, CA

About Us

Seel is the agentic post-purchase platform powering returns, coverage, and post-purchase care for any reason, even on final sale items. Merchants get guaranteed revenue from every protected order, while giving shoppers a seamless post-purchase experience with coverage that gets smarter with every transaction — improving pricing, risk assessment, and automated claims resolution for all. Over 20 million shoppers trust Seel across 5000+ merchants, including Backcountry, Rue Gilt Group, and Anker.

We're a Series B company headquartered in San Francisco and backed by tier 1 Fintech investors like Lightspeed Venture Partners and Foundation Capital.

About the Role

As Seel's **Solutions Architect**, you will be an integral part of our customer's implementation journey. Your work will be key to securing new enterprise clients and setting them up for optimal success with their Seel-powered ecommerce journey.

This opening is based in our San Francisco office. We'd love for you to join us!

Key Responsibilities

Become an expert in best practices of Seel's API and implementation documentation

Obsess over ensuring customer implementations align with the best customer experience to maximize attach rate and conversion

- Create SOPs to tighten and accelerate time to signature, time to go live, and time to revenue
- Support the enterprise sales team by helping to understand complex customer business problems and requirements, then translate them into customer solutions

- Own technical validation within the sales process and the post-signature implementation process for a balanced book of Mid-market and Enterprise level customers
- Partner deeply with external customer product and engineering teams to ensure successful and swift integrations
- Establish confidence in recommendations via product expertise, custom product demonstrations, technical calls, workflow outlines, RFP/RFI responses, product roadmap discussions and business process diagrams
- Lead customer training sessions on technical concepts for both business and technical points of contact
- Identify and implement improvements to existing support and success collateral
- Partner with engineering, sales, marketing, and design to relay customer feedback and help determine which product updates or features should be prioritized

Who You Are

- 7 - 10 years of B2B experience in Sales or Success Engineering at a tech or SaaS company selling complex solutions into technical teams
- You're familiar with API concepts and functionality, can propose best practices and aid in debugging
- You have an understanding of SQL and at least one scripting language
- You're familiar with the software development lifecycle, and understand how to work with teams across the spectrum from agile to waterfall
- You have a data driven mindset, and enjoy using data to operate autonomously in ambiguous situations
- You have a sense of urgency and take proactive action to aid your customers
- You have strong written, verbal, and presentation skills. You can earn the trust of product managers and engineers alike in order to help them succeed

How to Apply

Please send your resume and cover letter to careers@seel.com.