Consultant

The Consultant delivers expert guidance, analysis, and hands-on support to clients across various industries. They execute project plans, solve specific business challenges, and ensure the successful implementation of solutions that drive measurable outcomes for the client.

PROFIL

- **Influence:** Provides subject matter expertise to shape client success
- **Decision Maker:** Recommends strategies, configurations, and improvements within the project scope
- **Metrics and Targets:**
  - Project Milestones Met
  - Client Satisfaction Score
  - Billable Utilization Rate
  - Time to Resolution
  - Quality of Deliverables

TOP 5 PRIORITIES

- **Deliver High-Impact Solutions –** Solve real client problems with expertise + precision
- **Manage Project Execution –** Complete tasks on time and within scope
- **Maintain Client Satisfaction –** Ensure a positive, valuable, trusted client experience
- **Collaborate With Internal Teams –** Align with product, sales, and services to meet client needs
- **Continuously Improve Skills –** Stay current on tools, trends, and industry best practices

TOP 5 CHALLENGES

- Juggling multiple clients or priorities
- Unclear or shifting project scopes
- Managing client expectations effectively
- Limited access to internal resources
- Staying updated with new tools or processes

NEEDS

- **Project Management Tools:** Track deliverables, deadlines, and responsibilities with transparency
- **Knowledge Repositories:** Access case studies, best practices, and technical documentation quickly
- **Client Collaboration Platforms:** Share updates, feedback, and files in a centralized place
- **Time Tracking Solutions:** Ensure accurate billing and monitor utilization

MOTIVATION

- Deliver measurable impact for every client
- Grow professional expertise and credibility
- Maintain a strong project success track record
- Build long-term relationships with clients

Discovery Questions

- Projects: "How do you typically manage your project workload?"
- Scope: "What makes it difficult to stay within project scope?"
- Tools: "What tools do you use for task tracking and delivery?"
- Collaboration: "How do you stay aligned with clients during projects?"
- Knowledge: "Where do you go for internal resources or best practices?"
- Improvement: "What could improve your delivery speed or quality?"
- Success: "How do you measure project success for your role?"