

Customer Success Advisor

Dedicated product expertise for catalog program acceleration





A Customer Success Advisor (CSA) is an Alation product expert, specializing in Alation's business capabilities, with a deep understanding of available tools and resources and how to utilize them to support your business objectives.

A CSA guides customers by developing a shared understanding of your current state and vision and aligning them with available Alation capabilities and resources to reduce time-to-value.




By working with a CSA, you'll be able to:

- Learn from Alation's most successful deployments
- Maximize your use of Alation features and resources
- Optimize your catalog design to meet your use cases

Benefits of a CSA:

-  **Faster Adoption:** Reduce the time needed to fully adopt and benefit from the Alation platform.
-  **Increased Efficiency:** Ensure smooth catalog operations by leveraging Alation's best practices.
-  **Tailored Guidance:** Get personalized advice based on your organization's unique use cases.
-  **Ongoing Optimization:** Continuously refine and enhance your Alation deployment.

Responsibilities:

-  Biweekly status calls to answer product-related queries and share Alation best practices
-  Deliver end user onboarding quarterly
-  Quarterly Pulse Workshop to review use cases, ensure you're up to date on Alation best practices, and assess the value being derived from Alation

About Alation

Alation is the data intelligence company. Nearly 600 global enterprises — including 40% of the Fortune 100 — rely on Alation to realize value from their data and AI initiatives. Customers such as Cisco, DocuSign, Nasdaq, Pfizer, and Samsung trust Alation's platform for [self-service analytics](#), [cloud transformation](#), [data governance](#), and [AI-ready data](#), fostering data-driven innovation at scale. Headquartered in Redwood City, California, Alation has been recognized five times by Inc. Magazine as one of the Best Workplaces. To learn more, visit www.alation.com.