

# Turkey Jobs Expertini®

## Collection&Invoicing Ops. Senior Spec.

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Company: Vodafone

Location: Istanbul

Category: other-general

### Describe

Your dream job does exist.

Discover it at Vodafone!

We are looking for **Collection & Invoicing Operations Senior Specialist**

First things first: Our Brand.

Our Spirit, Our Way.

Here are the key behaviours that help us bring our Spirit and Purpose to life:

- Earn customer loyalty: Small things do matter.
- Experiment, learn fast: Just take the chance.
- Create the future: That's possible.
- Get it done, together: It's up to each of us to make it happen.

Here, everyone can feel free to be themselves and express their ideas.

We are proud to have the most flexible #hybrid way of working in Turkey.

Together with your team, you can decide which days to come to the office depending on your work requirements.

Another favorite: Meeting-free afternoons! Every Friday, arrival of the noon means we can start to take it easy: spend time working on our personal development or catching up with our team. We call this #CumaKafası (Friday mood :)).

And yes we are Agile! The world is constantly changing. And we cannot afford not to! Our journey began by simplifying our organizational model and transforming into a more agile structure that now we use extensively, especially in our development processes.

### **Why is this role really critical to us?**

- Operation and management of Vodafone collection system
- Running and managing the legal tracking system
- Managing the invoicing infrastructure
- Dunning operation and management
- Being service owner of all Vodafone companies (Vodafone Mobil , Vodafone Telecommunication, Vepaş, Vpay,VodafoneTV, Vodafone Sigorta,...) customers' like E-fatura ,E-Arşiv , E-defter production process.
- Design and implement automation and robotic process for operate E-fatura ,E-Arşiv , E-defter systems and services.
- Provides multi-level technical support for diagnosing, reproducing and fixing invoicing operation .

### **How will you spend your time at Vodafone?**

- Ensures successful operation and coordination of billing operation services
- Ensures successful operation and coordination of collection & dunning operation services
- Provides multi-level technical support for diagnosing, reproducing and billing services operation service issues
- As a service owner, drives end to end ownership of the Vodafone customer experience, the quality of service performance and the processes supporting the product/service.
- Provides recommendations to improve and address/lead critical issues and root cause analysis.
- Actively contributes to the troubleshooting, performance tuning of billing services products. Performs necessary infrastructure deployment / maintenance activities and migration when required.
- Identifies scalability, performance and integration issues and proposes optimal solutions.
- Collaborates across products/vendors and related stakeholders to come up with a compelling solution.
- Provides technical guidance and recommendations to other team members.

- Works as on-call support to provide 7\*24 support when it is necessary.
- Makes capacity planning to secure availability and performance of the platforms and systems against forecasted growth and demand.
- Ensures achieving / exceeding agreed service levels and KPIs for the Service Support.
- Provides standardization / automation of technical processes.
- Deploys new products and services.
- Creates and manages performance tuning of applications to meet business needs and agreed SLAs.
- Reports to stakeholders on product performance and supplier/partner performance.

**You are just the person we've been looking for, if you have:**

- Minimum 3 years experience,
- Good knowledge of collection, dunning applications' design and operations.
- Bachelor's degree from Computer Science, Electronics / Telecommunications and other related fields.
- Significant experience in IT and Telco infrastructure, preferably Intelligent Network technologies, products and services
- High level of expertise in service incident handling and troubleshooting
- Experience of handling high frequency streaming data for real time analysis and reporting.
- Good knowledge of statistical Analysis (distribution analysis, correlation, variance)
- Good command of English.
- Significant experience in using SQL , PL/SQL .
- Significant experience in UNIX and shell scripting.
- Basic knowledge of Oracle database administration.
- Ability to use analytical, network security, network monitoring, and administration software programs.
- Ability to work in flexible work hours under pressure and tight deadlines.
- Having strong analytical skills.

**Get to know us**

If you want to know more about us and what we do, then visit our website:

Instagram:

Youtube:

This role has a #Hybrid working model

Wait for it: Our benefits!

We like to keep them flexible:

- Vflexy: Flexible Benefits Program
- Hybrid working kit
- Ergonomic kit allowance
- Digital meal voucher
- Flexible transportation allowance.
- Employee assistance hotline & counselling
- Comprehensive and flexible private health insurance
- Discounted price deals for wide range of products & services

Plus, plenty more to enjoy!

**#LI-Hybrid**

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