

Turkey Jobs Expertini®

EMEA Technology Cloud Engineering- Cloud Adoption Assurance Office - C@C

Task Force m/f/d

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Company: Oracle

Location: Turkey

Category: other-general

Responsibilities

Assurance Office– C@C Task Force team works to make sure C@C machines are operated according to Oracle Best Practices. Target is to introduce adaptable best practices to positively influence customer's satisfaction as well as increase customers' likelihood of cloud adoption on C@C and retention.

The member of the Assurance/ C@C Task Force Team is responsible to take a proactive/preventive approach by defining implementable, replicable, transferable, and adaptable best practices to positively influence customer's satisfaction as well as retention and increase customers' likelihood of cloud adoption on

In this role, by combining business, technical and cloud acumen you will work with enterprise customers to realize the value of cloud with

The candidate will:

Enable customers for smooth C@C operation by preparing, updating, delivering running workshops

Support and govern ExaChk/AHF Insight output evaluation

Ensure high-quality customer service with emphasis on timely resolution and through problem definition and identification.

Take charge of resolving escalations and issues and escalate internally when needed.

Improve the customer experience and drive service request initiatives that increase customers' likelihood of cloud adoption.

Build relationships with Product Development, Support, Cloud Operations that allow you to facilitate execution of daily tasks.

Support sales and pre-sales teams with technical and process know-how that will help to ensure the smooth delivery of Cloud Systems.

Help meeting the Data Center readiness provided by customer through supporting removal of potential blockers from the presales phase till the installation.

Create and share best practices/ feedback to relevant stakeholders

Maintain the customer communication all throughout the entire Cloud Lifecycle experience.

Deliver monthly or quarterly review with the assigned customer by making:

a summary of their Current Environment and its evolution in the weeks

an overview of their billing

a review of the IT Operations

an overview of the Open/Closed Incidents

Qualifications & Requirements

Knowledge of cloud computing, distributed computing

Knowledge of IT infrastructure elements and concepts

Understanding of Exadata technology in the Cloud Exadata C@C, ExaDB-D, ExaDB for Azure, Compute C@C

Being enthusiastic to keep track of technological/process enhancements and maintaining a consistently updated knowledge base

Experience in troubleshooting and diagnosing issues

Project management skills

Strong communication skills and relationship building skills

Creative problem-solving and analytical skills.

Flexibility, this is a high growth area that requires agility

English is a must

Fluency in spoken and written French/Italian/German/Arabic is an added value

We Offer:

Great in-house training on Oracle Cloud Services and Oracle products, helping you to become a specialist in your field

The chance to work at the source of Oracle's cutting-edge technology

An international working environment that is fun, exciting and always challenging where you can build your career

Excellent OTE and benefits package

At Oracle, we don't just respect differences—we celebrate them. We believe that innovation starts with inclusion and to create the future we need people with diverse backgrounds, perspectives, and abilities. That's why we're committed to creating a workplace where all kinds of people can do their best work. It's when everyone's voice is heard and valued that we're inspired to go beyond what's been done before.

We expressly encourage disabled candidates to apply for this position. Please therefore feel free to voluntarily inform us in your application about any severe disability (degree of disability of at least 50%) or any equal status (degree of disability of at least 30% together with official decision on equality) in accordance with the German SGB IX

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