

Turkey Jobs Expertini®

Named Account Fulfillment Responsible (NAFR)

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Company: Huawei Telekomünikasyon Dış Ticaret Ltd

Location: Ankara

Category: other-general

We are looking for a service manager dedicated as end-to-end fulfillment responsible for specific customer accounts.

This role;

Will act as the owner for customer-oriented service sales and customer satisfaction.

Take charge of building the service sales system, collaborate to fulfill and develop service sales solution, and achieve service sales order targets.

Need to formulate industry customer service strategies, build service customer relationships, facilitate the resolution of customer requirements, problems and complaints, and improve customer satisfaction.

Align with customer organizations, and build customer-oriented service teams, including the establishment and management of original vendors, partners, and channel resources.

Need to coordinate resources inside and outside company via key actions including customer relationship platform development, customer requirement alignment, sales project operation, and transaction management, to ensure the market and sales targets, operation KPIs, and customer satisfaction can be achieved.

Organize original vendor and partner resources for delivery implementation and cyber security assurance, and properly manage the fulfillment process and objectives.

Requirements

Bachelor's degree in Electrics/Electronics Engineering, Computer Engineering, Software Engineering or related fields.

At least 5 years of experience in ICT and Telecom markets.

At least 2 years of experience in project management or at least 2 years team management experience for ICT service/operation/customer support.

Strong communication skills with both internal team members and external business stakeholders.

Strong presentation/reporting skills are must.

Excellent command of English.

Background of multi telecom and ICT technologies is highly preferred.

Only local employees and English resume applications will be considered

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