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Outsource Call Center Management Representative

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Company: Huawei Telekomünikasyon Dış Ticaret Ltd

Location: İstanbul

Category: other-general

Call Center KPI management, responsible for the KPI result

Cooperate with business outsourcing partner and conduct effective resource planning to maximize the productivity of resources (people, technology etc.)

Develop objectives for the call center's day-to-day activities and provide operation support

Call center budgeting and tracking expenses

VOC voice of customer tracking and complaint management

E-commerce service support and responsible for the result

Follow up with Headquarter and Region's request and complete the task in time

Prepare reports for different departments or upper management

Requirements

- Bachelor's Degree and above
- Native Turkish, can communicate proficiently in English.
- Must Have industry experience and be familiar with call center operations. At least 2 years related experience.
- Familiar with the consumer electronics product or related experience preferred.
- Strong analytical, precise, systematic, logical, and patient to solve the problem

- Work with patience and carefulness
- Be able to work independently

Kindly remind that submit your cv in English

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