

Senior Customer Success Officer

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Company: Libertex Group

Location: İstanbul

Category: other-general

Description

Libertex Group Overview

Established in 1997, the Libertex Group is an international powerhouse with over 25 years of financial markets expertise.

Over the years, the Libertex Group has helped shape the online trading industry by merging together innovative technology, market movements and digital trends. This was made possible with the introduction of Libertex, the multi-awarded online trading platform with which anyone can access the market and invest in stocks or trade CFDs with underlying assets being commodities, Forex, ETFs, cryptocurrencies, and others.

Libertex is the Official Online Trading Partner of FC Bayern, bringing the exciting worlds of football and trading together.

The Libertex Group in Numbers:

- 25+ Years of fintech experience
- 3M+ clients worldwide
- 700+ employees
- 40+ international awards (for Libertex)
- 300+ tradable assets (through Libertex)

The Libertex Group is constantly driven by a single passionate purpose – to tirelessly work on developing amazing fintech for people who simply want to have ‘more’ in their lives.

Job Overview

The Research and Development Specialist will be responsible for **conducting extensive research and analysis to drive product innovation within the organization**

Responsibilities

conduct comprehensive research and experimentation to identify Customer Success industry trends, innovative technologies and best practices to drive continuous improvements

collaborate with the Product Development Team to enhance existing solutions and processes for Customer Success Department and develop new ones

manage and prioritize multiple projects to meet deadlines and deliver high-quality results

communicate effectively with cross-functional teams to drive further projects execution

Requirements

proven experience in Product Management/Automation or similar role (1+ year)

experience in Forex or gambling industries

advanced user of Windows, Word, Excel, PowerPoint and Google

Russian (Fluent), English (Intermediate)

strong analytical and critical thinking skills to manage work stream independently

Project Management skills with a focus on detail and follow up

experienced in a fast-paced environment and comfortable with change. Should demonstrate the learning agility to develop an efficient process with a focus on continual process improvement.

ability to work cross function and demonstrate superior interpersonal, communication and organizational skills, (both written and oral); strong attention to details, highly organized

Benefits

Benefits

Monthly bonuses based on performance

24 working days annual leave

Udemy Business unlimited membership

Corporate events and team building activities

Professional and personal development opportunities in a fast-growing environment

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