

Turkey Jobs Expertini®

Wholesale Services Care Specialist

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Company: Vodafone

Location: Istanbul

Category: other-general

Your dream job does exist.

Discover it at Vodafone!

We are looking for a **Wholesale Services Care Specialist**.

First things first: Our Brand.

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.

is this role really critical to us?

Dedicated Technical account management & Level 1 operations for all fixed product (core & vas products) & mobile services for wholesale customers which are generating high volume revenue.

will you spend your time at Vodafone?

- Provide effective customer support to wholesale clients thru email, calls and ticket management system.
- Investigate and follow incidents in a timely and efficient manner, ensuring customer experience.
- Build and maintain strong relationship with customers, understand their needs by having monthly healthcheck calls and meetings.
- Update and maintain customer information within CRM systems, ensuring data integrity.
- Assist with request processing, tracking and ensuring timely deliveries.
- Proactively monitor customer's network and data center services
- Responsible preparing monthly incident and request reports and SLA reports.
- Closely work with Wholesale, Level 1 and Level 2 teams.

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

- At least 2 years corporate customer management experience in fixed&mobile telecommunication
- Good understanding of fixed product and services
- Good understanding of request management process
- Good understanding of incident management process
- Good understanding of IP networking technologies
- Good level of troubleshooting abilities on ip networking environment
- Cisco CCNA Certification or equivalent accreditation in ip networking
- Excellent Problem solving skills
- Good communication Skills
- Prone to team work
- Experienced in mobile service screens
- Prone to invoice issues
- Able to think analytically
- Good command of Microsoft office programs

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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