



Oferta pracy

Nr referencyjny: 4714/18/PS

Nazwa firmy: IBM Client Innovation Center

Opis: Are you passionate about developing your skills and building your career with a world leader? Then join IBM's Global Delivery Center in Wrocław. Be part of a multicultural team that helps our clients to transform how their IT services are delivered. From the first day you join us, you can look forward to the support you need to make a real impact. Grow your expertise through a range of tailored training and development opportunities. Discover a friendly team-focused environment with an open and collaborative culture. Shape your future by joining a global team that has driven client success for more than 100 years.

Stanowisko: Customer Services Representative with German

Kategoria stanowiska pracy: Sprzedaż/Obsługa klienta

Lokalizacja: Polska, dolnośląskie, Wrocław

Typ pracy: praca stała

Rodzaj umowy: umowa o pracę: umowa na okres próbny

Obowiązki: Be available to receive any new calls at start of shift
Ensure consistent productivity and quality of service
Meet SLAs and individual KPIs, maintain customer satisfaction
Ensure that all tickets are logged and assigned according to the account's procedures
Handle any frontline technical queries and fix or log them appropriately accurately reflecting content of the call
Handle and assist second level teams with problem determination
Escalate queries when required to appropriate personnel
Minimize outbound call duration and quantity
Monitor ticket queues
Apply end to end ticket and call handling expectations of account
Escalate any issues as soon as they arise to the appropriate contact
Identify knowledge management gaps and drive closure

Wymagania:

Języki:

- angielski - B2 - ponadśredniozaawansowany
- niemiecki - B2 - ponadśredniozaawansowany

Dodatkowe wymagania: Basic IT literacy and willingness to learn
High communication skills, customer attitude
Responsiveness and flexibility, Teamwork skills, High motivation, Learning skills
24/7 shift environment (including nights, weekends and holidays) - if require

Warunki pracy: Opportunity to work in one of Europe's emerging markets (Poland),
Motivating multicultural environment gaining exposure to many areas of the business across the IBM Wrocław Site
Trainings and certifications
Private medical package and insurance package
Multisport Card
Working on international projects in multicultural teams
Good to be an IBMer discounts
Cinema & trips for IBMers
Language classes
Summer camps for children

Typ aplikacji: CV

Kontakt: e-mail: marta.leja@pl.ibm.com

Komentarz: https://krb-sjobs.brassring.com/TGnewUI/Search/home/HomeWithPreLoad?PageType=JobDetails&jobid=125672&partnerid=26059&siteid=5016&type=mail#jobDetails=125672_5016

Data oferty: 14-05-2018

Data ważności: 31-07-2018