

1. Kategoria oferty: Praca
2. Temat/ stanowisko pracy: Customer Support Analyst
3. Nazwa firmy/ organizacji: Accenture
4. Lokalizacja/ miejsce pracy: Promienistych 1, The Astris Office Building Kraków
5. Branża: Customer service
6. Pełny opis oferty: What do we expect:
 - Advanced English both written and oral (B2/C1 level).
 - Strong communication skills, with the ability to work under pressure.
 - Ability to meet deadlines and prioritize independently.
 - Strong analytical skills with ability to draw conclusions and suggest potential solutions.
 - Excellent attention to details.
 - Technical skills (SQL, Excel and VBA skills)
 - Basic knowledge related to O2C area.
 - Experience in System Administration/Data Analysis area.
 - Intermediate/Advanced technical skills in SQL.
 - System knowledge - Cases and RedWood.

What will you do:

- Design, delivery and maintenance of Internal Operations - Systems/Reporting Platforms.
- Ad hoc operational reports.
- Bug resolution, troubleshooting.
- Participation in client meetings to discuss findings and ongoing recommendations.
- Project management.
- Data analysis sharing the insights and drawing conclusions based on the outputs from reports

7. Osoba kontaktowa: Katarzyna Bialecka

8. Numer telefonu: 48 22 4641468

9. Adres e-mail: joinoperations.pl@accenture.com 10. Adres www: [https://www.accenture.com/pl-en/careers/jobdetails?id=R00061478_en&title=Customer+Support+Analyst+\(Backoffice+-+Cases+Administrator\)](https://www.accenture.com/pl-en/careers/jobdetails?id=R00061478_en&title=Customer+Support+Analyst+(Backoffice+-+Cases+Administrator))

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Ta wiadomość została wysłana przez formularz kontaktowy na stronie Biuro Karier i Współpracy Międzynarodowej (<http://biurokarier.wsei.edu.pl>).