

## CUSTOMER SUCCESS MANAGER

### DATI DI CHI INSERISCE L'ANNUNCIO

Persona da contattare Paolo Carrara  
Email [paolo.carrara@technevalue.com](mailto:paolo.carrara@technevalue.com)  
Telefono +39 3472228458

### POSIZIONE OFFERTA

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#### Azienda

TechneValue GmbH

#### Titolo

Customer Success Manager

#### Descrizione del ruolo

Important tasks include:

- Supervise interactions between customers and Servicedesk
- Train and organize employees (Servicedesk) on how to provide customer assistance
- Collect and analyze data to improve customer service health by identifying solutions for improving the service offered
- Act as a guide for customer-facing employees (Servicedesk)
- Resolve technical anomalies characterized by particular complexity.

Fluent German is mandatory.

#### Area di inserimento

Sistemi Informativi / Hardware e Software

#### Tipo di contratto

Indeterminato

Numero Posizioni aperte 1

### LUOGO DI EFFETTUAZIONE:

Mainly home working

### AREE DISCIPLINARI TARGET

Ingegneria Elettronica

Ingegneria Informatica

Telecommunication Engineering

Scienze Chimiche, Fisiche, Matematiche

### ALTRE CARATTERISTICHE

Competenze tecniche e caratteristiche personali

Problem-solving skills and critical thinking. Strong ability to communicate with people from all backgrounds and cultures. Self-awareness, passionate and curious about technical solutions

Mainly know the Node-Js and React-Js programming languages Know how to model data; Know the possible AWS serverless architectures Testing AWS serverless technologies to establish automated CI/CD pipelines (GitLab, Terraform)

Fluent German is mandatory.

### RICEVERE LE CANDIDATURE TRAMITE:

Sito web dell'azienda

<https://technevalue.zohorecruit.com/forms/06607075f18d6cdf7c5e3926c04026a3d14f8a4c82feb246b6d476b46b34ed06>