

# FLEXIROAM

## Service Delivery Manager

### **About Flexiroam**

We are Flexiroam. We value honesty, transparency and we hold ourselves to the highest standard of excellence. We recognize that the small things count, and they all add up to make a difference. Our customers get our full attention, and we keep pushing until we deliver the best solution possible.

By joining our team, you are joining our mission to build a world class technology business that connects people and machines everywhere. Surround yourself with highly motivated and passionate people who have an insatiable appetite for global expansion and personal development.

We are looking to recruit a Service Delivery Manager to own all aspects of the day-to-day relationship with our IoT customers. The role is very customer facing, and also requires coordination and management of cross-functional teams within the business.

### **Responsibilities:**

- Own the customer onboarding lifecycle, from contract signature through to deployment, including coordination of our technical, finance and product teams
- Point of contact & first-line support for customer issues, and coordination with second-line technical support
- Prepare and present monthly customer reporting and quarterly business reviews
- Internal executive reporting on customer status
- Day-to-day point of contact for our customers on all operational issues
- Identify revenue opportunities within existing customers, for our sales team to follow up
- Provide ongoing feedback on improvements to our products to support customers

### **What we are looking for:**

- Experience in technical account management or project management, ideally within a Telco environment
- Experience working in a first line support environment
- Proficiency in spoken Mandarin is essential
- Strong excel skills
- Ability to work flexibly, with customers operating on global time zones

If this sounds like you, we would love to hear from you.