

# HUTCH

## WE'RE HIRING

### ASSISTANT MANAGER

Digital Customer Service



#### What You'll Do:

- Analyze customer data with MS Excel, SQL, Power BI to identify trends and improvement opportunities.
- Implement automation strategies to enhance digital customer service and streamline operations.
- support seamless technology adoption and integration in digital transformation initiatives.
- Keep up with telecom trends and technologies to improve service quality and anticipate customer needs.

#### What we are looking for

- Bachelor's degree in Business Administration, IT, or a related field.
- Minimum of 5 years of experience in customer service, with at least 2 years in a supervisory or management role.
- Prior experience in CRM, ERP, other tools is mandatory.
- Advanced proficiency in MS Excel and the ability to write SQL queries.
- Strong understanding of the telecommunications industry is an added advantage.
- Proficiency in digitalization and technology adoption.

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