

Business Process Specialist

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Company: Silverdale

Location: , , Pakistan

Category: other-general

Strategic Importance of this Role to the Company: The Business Process Specialist (BPS) role is extremely important and pivotal to the efficient running of the company and Customer Success department. The position needs to ensure Customer expectations are met and delivers on the company promises both internally and externally. The role is a leader of Customer Success, Product and Operations and must inspire, lead and develop a team of A-Players who can deliver the highest levels of service in a scalable, predictable, sustainable and profitable way.

How: My duties and responsibilities in the position are to perform:

1. Project Delivery
- ii. Attend DSM
- iii. Helpdesk ticket management as per the internal guidelines
- iv. Complete what is assigned in the daily schedule and keep all tasks updated
- v. User Training: record minutes of meeting and create any helpdesk requests, at the end of the session download the video and upload to Wasabi and share the link on the client's portal via Documents Portal
- vi. BPC: record gaps and create sub tasks under the relevant parent task
- vii. Other tasks included in the daily plans include entering master data, setup and config, setting up meetings... etc.
- viii. Escalate to BA/SA when a task is too complex or when the output must be validated
- ix. Check project and task deadlines, and make necessary arrangements to ensure timely delivery. In case of a delay or a blocking issue notify the planner immediately
- x. Add your BA and SA time-sheets
- xi. Review completed tasks/Tickets and ensure proper closure
- xii. Update Client Dashboards for the Sponsor Calls
- xiii. Attend Sponsor Calls, record minutes of meeting and create any helpdesk requests if required
- xiv. Attend Sprint Review
- xv. Deployment communications with clients
- xvi. Attend 1 on 1 with your coach and complete all related training
- xvii. Conduct Correction of Error (COE) exercises

for any tasks requiring it. 2. Support Services a. Daily. Review all late and at-risk tickets and have a recovery plan for each. ii. Ensure all tasks and tickets are deployed "clean". iii. Ensure communication on tickets and tasks is frequent and in-line with status. iv. Ensure all tickets are assigned to the correct priority, team, project, SLA and Status. v. Unblocking teams on tickets requiring escalation. Customer Relationship Personal Evolution Autonomy Administrative Work Technical Expertise What's great in the job? Great team of smart people, in a friendly and open culture. No dumb managers, no stupid tools to use, no rigid working hours. No waste of time in enterprise processes, real responsibilities and autonomy. Expand your knowledge of various business industries. Create content that will help our users on a daily basis. Real responsibilities and challenges in a fast evolving company. Each employee has a chance to see the impact of his work. You can make a real contribution to the success of the company. Several activities are often organized all over the year, such as a day out with the whole Team, team building events, monthly Movie Night and much more

#J-18808-Ljbffr

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