

Engagement Manager

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Company: Workflow Hub

Location: Saddar Town

Category: other-general

Engagement Manager Workflow Hub, Pakistan Responsible for managing the entire back office operations. These include managing projects/ services, overseeing, training, coaching and mentoring the entire team. Responsible for project management relating to Healthcare related Services (EMR, Lab Interface, Marketing Support, Hardware) and Customer Support. Managing and supporting activities such as business development, sales & marketing, project management, program management and quality assurance of the deliverable related to healthcare services, consultancy services, SEO and E-Commerce. Engagement Management: To manage multiple projects & vendors. Program management of web based/ mobile applications and websites being developed & designed in house or by various outsourcing partners and vendors. Customer relationship management relating to diverse range of services offered. Documentation, proposal writing, report writing, preparing presentations, contracts, registration, account reconciliation and email correspondence with clients and vendors. Providing remote software and hardware assistance including software/ hardware sourcing (sales/ invoicing/ quotes). Email addresses/ Domain management/ Credentials/ Change Control Management, US/ Pak Vendor management. Training of appropriate candidates for IT Services, SEO, CRM, CSR, E-Commerce, Web Developer and Web Designer positions. Consultancy: Documentation, Operational Tasks, Presentation, Plans, QA, Research and Resource Management. Must be aware of internet marketing, understands technology, must be able to produce power point management presentations to US based clients. Must have knowledge & understanding of Project Management cycle & its execution. Must have excellent communication skills & must be

tech savvy. Must be able to manage & lead multiple teams. Job Specification · Strong analytic and critical thinking skills · Exceptional written, oral, and presentation communication abilities · Exceptional written and verbal communication skills. Project management, writing and reporting skills. Effective time management, organizational and leadership skills. Must be a team player with collaborative personality Information Technology and Services - Karachi, Pakistan

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