



## New Vacancy For Munich office

### Expect more?

tyntec ([www.tyntec.com](http://www.tyntec.com)) is a global mobile interaction service provider, offering high-quality mobile messaging and information services to mobile network operators, enterprises, mobile service providers and internet companies, such as O2, Lufthansa Systems, Nokia and VeriSign. Our constant business growth, quality reputation and ever-expanding global presence mean entrepreneurialism is a highly valued trait amongst a vibrant workforce. With more than 120 people from 30 nations spread across UK, Germany and Singapore, tyntec has fostered a dynamic, multicultural and energetic team culture. Be part of it!

For our Munich office we are looking for an enthusiastic:

## Account Manager (m/f)

### Main Responsibilities:

- ◆ Managing existing large/strategic accounts
- ◆ Up and cross-sell to assigned customer portfolio
- ◆ Create and drive the strategy for the success of the accounts
- ◆ Increase business with existing and new accounts
- ◆ Resolve customer problems and act as liaison between the customer and internal resources such as Finance, Technical-Support, Network Operations and Product Management
- ◆ Prepare significant analysis and reporting of the market, customer, revenues and customer demands
- ◆ Prepare a budget and business plan for contribution of key accounts
- ◆ Contribute to the development and execution of programs for customer information and retention
- ◆ Analyze customer problems and problem patterns and contribute to the development of long term solutions
- ◆ Give useful suggestions for product and process innovations and development based on customer requirements and requests
- ◆ Maintain regular and consistent contact with the customers via telephone, email, instant messenger and in-person meetings
- ◆ Work in a rewarding team environment!

The Account Manager will benefit from the opportunity to learn about all areas of the customer relations/account management domain in the mobile telecommunications industry within a professional team. You will have the opportunity to assume major responsibilities quickly and to make your own decisions.



## The ideal candidate should have the following profile:

- ◆ You have first experiences in CRM/account management/sales
- ◆ Experience in a customer service related industry
- ◆ Excellent organizational skills and ability to multi-task
- ◆ Preferably additional training or experience in communication, sales and/or complaint management
- ◆ You should be technically minded and should be a fast learner
- ◆ Broad knowledge and familiarity of the MS Office package especially Excel
- ◆ Passion to serve the customer
- ◆ You have a high degree of self-motivation and the ability to work independently
- ◆ You are used to delivering first class work under pressure in a demanding environment with multiple responsibilities
- ◆ Excellent analytical skills
- ◆ Bachelors degree or equivalent education
- ◆ Written and verbal fluency in English is essential
- ◆ Additional languages would be a plus

## The package:

- ◆ A professional, international and exciting environment
- ◆ Challenging and diverse projects
- ◆ Excellent career development opportunities
- ◆ Distinctive teamspirit
- ◆ A competitive salary

## Start of Employment: As soon as possible.

If you are interested in working in an environment where ownership, pragmatism, teamwork and open mindedness are amongst our core values, then we welcome you to explore the opportunities at tyntec. Please send your CV and cover letter with your salary expectations and earliest start date to Sabine Delorme ([delorme@tyntec.com](mailto:delorme@tyntec.com)). Please include: "Account Manager" in the title of your Email.

## Contact Details

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