



Partner Support Specialist

Nokia is a global leader in the technologies that connect people and things. With state-of-the-art software, hardware and services for any type of network, Nokia is uniquely positioned to help communication service providers, governments, and large enterprises deliver on the promise of 5G, the Cloud and the Internet of Things.

Serving customers in over 100 countries, our research scientists and engineers continue to invent and accelerate new technologies that will increasingly transform the way people and things communicate and connect.

Job Description

- Providing first level contact and convey resolutions to partner's queries
- Managing emails, inbound and outbound calls in a timely manner
- Following helpdesk scripts and processes when handling different topics
- Identifying partners' needs, clarify information, research every issue and providing solutions
- Properly escalating unresolved queries to the next level of support
- Tracking, routing and redirecting problems to correct resources
- Update partner data and produce activity reports
- Utilize excellent partner service skills and exceed partners' expectations; Walking an extra mile to support the partner needs
- Walk partners through problem solving process; Follow up with partners, provide feedback and see problems through to resolution
- Ensure proper recording, documentation and closure
- Ensuring timely resolution and log maintenance
- Recommended procedure modifications or improvements
- Preserve and grow knowledge of help desk procedures, products and services

Requirements:

- Bachelor's degree in Information Technology/ Computer Science /Electronics and Telecommunications or equivalent
- Proven working experience in providing help desk support/partner support
- Strong phone and verbal communication skills along with active listening
- Familiarity with CRM systems and practices
- Partner service orientation; partner focus and adaptability to different personality types
- Advanced troubleshooting and ability to multi-task, set priorities and manage time effectively
- Fast learner, Track record of over-achieving quota
- Proficiency in MS Office suite
- Readiness to work in 24*7 environment

Language competence:

- **French or German:** Read, Write, Speak – at least medium level
- **English:** Read, Write, Speak - moderate to high level

People interested in this opportunity available for **Bucharest** are invited to apply on Nokia career page from LinkedIn or to send the application to our colleague at corina.dragomir.ext@nokia.com.