

## Number Services Analyst

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Company: Vonage

Location: Poland

Category: computer-and-mathematical

Vonage Carrier Services & Engineering Mission: To deliver quality end-to-end carrier services enabling the success of our SMS and Voice Operations across the company. This means delivering number and associated services for Vonage Number Inventory, API, Contact Center and other businesses, helping Vonage emerge as a leader in the \$100B+ cloud communications platform market. As businesses continue to shift to a real-time, customer-centric communications model, we are experiencing a time of impressive growth.

### **Why this role matters:**

Vonage works with both carrier partners and have acquired licences to operate as a carrier, or as a service provider in several countries, enabling the delivery of a growing portfolio of Carrier Services to our global customer base.

You will support Vonage to increase impact and performance of these carrier services (numbers, short codes, CPaaS reselling), working closely with our various carrier partners in collaboration with our internal teams to help close, support and drive revenue. Vonage is seeking to recruit a **Numbers Analyst** to support the delivery and ongoing management of these Carrier Services & Engineering functions.

### **IF THIS SOUNDS LIKE YOU, CONTINUE READING BELOW...**

#### **What you will do**

Perform number and short code provisioning and inventory restocking when required

Assist with testing of new numbers and troubleshoot where needed

Process and implement new customer orders from the Sales team and customers directly

Support in issue resolution activities for our customers

Take part in CPaaS CSP customer onboarding, testing and design activities as required

Coordinate cross-functionally to ensure all stakeholders (e.g. support, legal, operations, sales) are kept informed and that carrier services are operating effectively

Monitor carrier partner use to identify success and room for improvement

Manage day-to-day carrier partner relationships via regular meetings, QBRs, etc.

Respond to audits and inquiries received by our regulatory bodies

Collaborate with internal team members to further automate operational tasks

Initiate and manage number porting migration projects

Analyse and monitor costs / quality of Vonage global numbers inventory

Liaise with sales, support or product team in specific projects

### **What you will bring**

An end to end perspective of delivering carrier and number services to CPaaS customers

Strong analytical skills and strategic thinking

Ability to assimilate complex operational challenges

Ability work across diverse teams, engage and deliver

Strong analytical and decision-making skills that can be applied in a fast-moving environment

Excellent written and verbal communication skills

Strong client-focused attitude, with an enthusiastic and proactive nature

Excellent attention to detail and the ability to manage multiple projects in a fast-paced environment

Demonstrate commitment to teamwork, and flexibility to get stuff done

### **Required**

Ideally some experience of working within a contact centre/telco environment at any level

Comfortable working in a distributed team with autonomy

Some understanding of telephony or messaging

Adaptive communication skills, and a collaborative, cross functional working style

Self-motivated and driven with strong multitasking and time management skills

Able to work collaboratively within different teams and with differing levels of seniority

Self-starting and able to self-manage

Ideally experience using Zendesk and Atlassian Jira and Confluence

Ideally experience using Google Workspace and Microsoft Office

Ideally SQL experience using Kibana, Snowflake and mysql

#LI-WW1

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