

Strategic Customer Integration Manager

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Company: Schenker Technology Center Warsaw Sp. Z o.o.

Location: Poland

Category: computer-and-mathematical

Job description

Responsibilities: Managing customer IT integration projects for Corporate, Regional and National Accounts with transparency and pro-active approach. Provide information of existing customer IT solutions with the aim of reducing complexity and double creation of solution. Enable account teams to have project lead time and cost understanding for customer integration projects by creating an overview of regularly used integration elements for customer interfaces and reporting activities and the related costs and time efforts. Support the continuous improvement process related to all customer IT related topics for the Commercial organization globally.

Overseeing the project tasks and their completion.

Supporting timely delivery of customer focused solution designs for customer IT integration projects.

Drive compliance of documentation requirements for all customer IT projects.

Define and embed concepts with the aim to increase the understanding of DB Schenker's IT infrastructure within the Commercial organization.

Provide training to the VM teams and the account managers to drive understanding of DB Schenker IT capabilities.

Provide consultations within RFI/RFQs phases jointly with IT if required on customer expectations and requirements.

Create transparency regarding time and cost efforts of customer integration projects for better planning and calculation of such projects during tender process and before start of re-engineering projects.

Provide consultations and participate in customer long term projects in early stages (new customer TMS etc) jointly with IT if required.

Provide support and coaching to the account management teams during the project initiation and review process for project request.

Ensure regular alignment with Account Managers, Business owners and IT Project Managers.

Requirements:

Fluent spoken and written English

Strong communication skills

Strong business, system and customer service orientation

Ability to see similarities between customer requests and identify opportunities to improve performance and/or reduce cost

Attention to details

Patience and perseverance

Manages time pressure well

Strong team worker

Nice to Have:

Experience with Agile methodology

Data structures (XML, Json)

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