

Poland Jobs Expertini®

Working Student Experience (part-time or full-time), Poland.

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Company: Cisco

Location: Kraków

Category: other-general

Location : Kraków – following the Cisco hybrid work approach

Start date : Early July 2024

Duration : 3 months minimum (up to 1 year) – full-time and part-time option

You will be joining the EMEA Early in Career Team which encompasses our dedicated Interns, Graduates and Apprentices. Daily, you will work closely with our Digital and Renewals teams across EMEA.

Key Responsibilities and Activities

Improve our Contact-ability rates in the Digital and Renewals customers, accurately identifying the contact person(s) responsible for the company's implementation and adoption of their Cisco Solutions to achieve the desired business outcomes.

Through sourcing across Cisco's various internal tools, databases and LinkedIn

Through proactive outreach directly to the customer

Through internal liaison with Cisco partner and customer-facing teams

Build awareness of and emphasize the value of Cisco Support Services and digital Self-serve channels when engaging with customer contacts.

Maintenance of a high-quality customer contact database with frequent updates on digital and direct customer feedback.

Record customers' contacts in the sales tools, update internal databases and report on the customers' sentiment.

Your profile

Proficient in English and second language benefit (e.g. German, French, Arabic, Spanish)

Developed interpersonal skills and flexibility to talk with business and technical professionals.

Self-confidence and influencing skills.

Willingness to continuous learning, team-oriented demeanour and multifaceted approach to work.

Good understanding and interest in technology.

Interests in communication technology, digital security, SaaS business would be appreciated.

Customer service, sales or customer research experience is considered an advantage

You are currently based or eligible to live and work in Poland with no additional VISA sponsorship from Cisco

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