

Customer Service Representative with Dutch and English IBM Delivery Centre Poland in Wroclaw

Job description

IBM Global Services Delivery Center in Wroclaw employs IT professionals across all sectors. This site is fast becoming a “Centre of Excellence” in key areas of the global technology industry. Few places offer as many opportunities to gain knowledge in your field, to work in a stimulating environment and rewards for outstanding performance as IBM. IBM can provide the perfect setting for your career and freedom to enjoy a rich personal life.

The Customer Service department in Wroclaw is a multicultural and multilingual environment where employees support major international clients with all IT requests in different languages in 24/7 service!

Job responsibilities:

- Be available to receive any new calls at start of shift
- Ensure consistent productivity and quality of service
- Meet SLAs and individual KPIs, maintain customer satisfaction
- Ensure that all tickets are logged and assigned according to the account's procedures
- Handle any frontline technical queries and fix or log them appropriately accurately reflecting content of the call
- Handle and assist second level teams with problem determination
- Escalate queries when required to appropriate personnel
- Minimize outbound call duration and quantity
- Monitor ticket queues
- Apply end to end ticket and call handling expectations of account
- Escalate any issues as soon as they arise to the appropriate contact
- Identify knowledge management gaps and drive closure

Requirements:

- Basic IT literacy and willingness to learn
- High communication skills, customer attitude
- Responsiveness and flexibility, Teamwork skills, High motivation, Learning skills
- 24/7 shift environment (including nights, weekends and holidays) – if required

Additional Benefits:

- Trainings and certifications
- Private medical package and insurance package
- Multisport Card
- Working on international projects in multicultural teams
- Good to be an IBMer discounts

- Cinema & trips for IBMers
- Language classes
- Summer camps for children

Required

- Bachelor's Degree
- English: Intermediate
- Dutch: Fluent

Preferred

- Master's Degree in Information Technology

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