Technical Account Manager

Description

Travel is not just about the destination; it's about every memory made along the way. We are dedicated to shaping the future of travel by partnering with 200+ airline, hospitality, cruise, passenger rail, and financial services companies to create new, meaningful revenue streams through incredible customer experiences. Rooted in our core values of being ambitious, innovative, and collaborative, we are driven to continuously raise the bar, exceed expectations, and bring out the best in everyone, fostering a culture where we believe we are better together, working towards an extraordinary future in travel. Come help us transform everyday travel into extraordinary experiences.ABOUT THE ROLE:The Global Care Team (our name for Customer Care) forms a critical component of our Operations team and our customer experience ecosystem. We are seeking an ambitious individual to join our growing team and help with the operation of supporting our global customer base. Reporting to the Team Lead: Technical Account Managers, the Technical Account Manager will be responsible for reviewing program and technical configurations, identifying optimization opportunities, lead projects as well as become a subject matter expert in program optimization. As a Technical Account Manager you will work closely with our Partner Success, Product, and Engineering teams to champion initiatives, lead optimization efforts and share findings across our partner community. We firmly believe there are many challenging opportunities in travel technology. If you are excited about helping us solve some of them, we would like to meet you!WHAT YOU WILL BE DOING:â¢ Act as a subject matter expert and communicate recommendations of processes, tools, and optimizations to internal teams and other stakeholders.â¢ Establish and develop an internal and external knowledge base through documentation and learning sessionsâ¢ Oversee the successful completion of complex technical projects, from project planning to execution.â¢ Provide exceptional service to our global partners and co-ordinate with internal and external stakeholdersâ¢ Foster a deep understanding of the partner's configuration to identify customer needs and implement solutions that will accelerate their program, alleviate pain points and improve program performance.â¢ Identify industry trends and prevent issues from occurring by being proactive.â¢ Provide assistance and leadership in resolving complex issues through collaboration with internal and external teams.â¢ Ensure that all communication, interactions, assignments, details and actions are clear, effective, timely.â¢ Build trust with partners and help others to do the same. Develop expertise of turning pain points into successful optimization opportunities.YOU ARE SOMEONE WITH:â¢ Strong integrity and ownership skills and a desire to learnâ¢ Bachelorâ¢s degree in STEM or relevant experienceâ¢ Ability to work well within a team environment and meet deadlinesâ¢ Ability to grasp new concepts quickly and efficientlyâ¢ Ability to work autonomously with minimal supervisionâ¢ Demonstrated experience converting business needs into technical requirementsâ¢ Strong time management and personal organization skills to handle multiple assignmentsâ¢ Excellent spoken and written communication skills in English, other languages are an assetâ¢ Knowledge or familiarity with Excel, SQL, HTML, JIRA and/or SplunkWHAT YOUâLL LOVE ABOUT US:ð¦ RRSP/401(k) Matching ð¥ Comprehensive Health Plans ð Flexible Paid Time Off âï¸ Travel Experience Credit ð§ Annual Wellness Credit ð¥ Team Events and Monthly Lunchesð» Home Office/Commuter Credit ð Work From Anywhere Program ð¼ Parental Leave Top Up ð Adventure PassOUR PROCESS:Plusgrade is an equal-opportunity employer and is committed to providing an accessible recruitment process. We welcome applications from all qualified individuals and are committed to equal employment opportunities regardless of gender identity or expression, race, ethnic origin, creed, place of

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Hiring organization
Plusgrade

Job Location
London

Base Salary
$ 80000 - $ 125000

Date posted
May 1, 2024

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origin, age, sex, marital status, physical or mental disability, sexual orientation, and any other category protected by law. Upon request, we will provide accommodation for applicants with disabilities.We believe in diversity and inclusivity and that is why our interview process is designed for a positive candidate experience and to ensure every candidate is evaluated equally. All applications will be reviewed by our Talent Team and the successful candidate(s) will go through the following recruitment process:â?¢ Recruiter Phone Interview â?¢ Hiring Manager Interviewâ?¢ Take-home Assessment or remote coding exercise (if applicable)â?¢ Team Interview All candidates will be provided with feedback regardless if they pass or didnâ??t pass any of our interview stages. All your information will be kept confidential.nnPlease mention the word **GODSEND** and tag RMzQuODYuMTYzLjE1Mg== when applying to show you read the job post completely (#RMzQuODYuMTYzLjE1Mg==). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts
Job listing via RemoteOK.com