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Consultant Service Management Jobs In Dubai UAE 2023 | IFS

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Company: IFS

Location: dubai

Category: other-general

Consultant Service Management Jobs In Dubai UAE 2023 | IFS

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Description:

IFS is a billion-dollar revenue company with 5000+ employees on all continents. We deliver award-winning enterprise software solutions through the use of embedded digital innovation and a single cloud-based platform to help businesses be their best when it really matters-at the Moment of Service™:/

Responsibilities:

Guiding our customers to improve their business through a deep understanding of the core IFS solution and industry accelerators.

Understanding the customer’s business, industry and local field service management drivers,

practices and policies.

Acting as a trusted advisor in articulating and critically evaluating customer-specific business solutions.

Seeking opportunities to increase customer satisfaction and deepen customer relationships.

Understanding customer business needs and guiding them in the most effective usage of IFS Products.

Leading and owning the solution definition and scope for the Service Management portion of the IFS Solution.

Identifying and bridging the gap between the customer’s business requirements and IFS Products.

Conducting customer training sessions and workshops.

Guiding and assisting the customer with testing and Go Live cut-over strategies.

Keeping up to date with regulatory and compliance requirements of the Service Management domain in the key focus industries.

Managing, coaching and mentoring IFS colleagues.

Contributing to the continuous improvement of existing IFS products, processes and methodology.

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