Microsoft

Romania

Partner Quality Advisor

Microsoft ★★★★☆ 5,177 comentarii - București

This is an external staff position. Your employer will be a third-party supplier, in service for Microsoft.

At Microsoft CSS (Customer Service and Support), the sentence: "That's not our problem" doesn't exist in our lexicon. With more than employees, we deliver world-class assistance around the clock to businesses, partners and developers in 24 languages. Within CSS, the Microsoft Partner Network Programs team provide planning, quality assurance and service delivery to ensure partners get the most from their relationship with Microsoft.

Since CSS is a continuous learning environment, we'll make a significant investment in your technical and professional development, yet much of your growth will be self-directed. Moreover, you will be actively involved with mentoring, training and collaborating with other MPN Programs team members to make our team fast, stronger and smarter at handling critical issues for Microsoft Partners.

The successful candidate will work within a team of support professionals focused on reimagining our programmatic support offerings to deliver a great experience but also accelerate our partners' business growth. resolving our Partners' programmatic issues. The role itself will focus on ensuring we deliver high quality through planning and assurance activities. The successful candidate will have a passion for our partners and a flexible approach to a highly dynamic environment. Experience with our partners ecosystem and business background is highly valued. Finally, this role is ideal for someone who take a innovative approach to solving complex solutions.

- Help drive top priorities by working with managers, engineers, Serviceability team, and other stakeholders
- Improve team's problem-solving skills, case management and customer service skills and promotes continued learning, self-study, and contributions to team knowledge (workflows, wikis, etc.)
- Ensure team members have suitable levels of permissions in system to allow efficient resolution of cases
- Unblock servicing and escalation processes and ensure team members have access to appropriate resources as needed to support customer resolution.

Qualifications

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English Language: fluent in reading, writing and speaking. If English is not native language, proficiency test results is a plus, (e.g. TOEFL, TOEIC, Cambridge English Exams)

- 3 or more years industry experience working with external customers.
- Strong customer service skills, accurate and logical problem solving, and communication skills, plus the ability to excel in a team environment is essential.
- Excellent Communication Skills - verbal, listening, and written (including technical writing).
- Passion for technology, lifelong learning and professional development.
- Training and coaching abilities

Preferred Qualifications:

- Experience working with customers in the Cloud, e.g. Microsoft Cloud products such as Azure, Office 365, Microsoft Dynamics 365 or other cloud solutions (SalesForce, AWS, etc.)
- Industry experience with Microsoft stack (or comparable) technologies.
- Working knowledge of Microsoft (or other) SQL Databases (T-SQL, Indexes, Stored Procedures, etc.) and Active Directory
- Ability to troubleshoot customer service issues, using tools and networking with others teams and stakeholders
- Experience in creating technical documentation and sharing knowledge with others through