



WHERE INNOVATION *JOINS* EXPERIENCE

We are looking for a dynamic and self-motivated **Service Analyst**:

Preferred skills:

- Open to graduate or has a Bachelor`s Degree in technical fields IT/Telecom (it's a plus, not a must)
- Languages: **French/German (intermediate level)** and English

You will:

- Monitor network & service performance, service restoration (follow pre-defined scripts) and offer customer support.
- Provide prompt and appropriate follow-up & feedback to customers in relation to on-going issues or requests
- Create and follow-up tickets for network issues

We are offering:

- Training programs & professional development
- Various discounts/financial benefits (sport&wellness, medical insurance, transportation/parking, meal tickets etc.)
- 24 days annual vacation
- Multi-national work environment

Start you career with us and send your CV by e-mail at **anita.briscut@deltatel.ro**