



Με τη συγχρηματοδότηση
της Ευρωπαϊκής Ένωσης



Πρόγραμμα
Ανθρώπινο Δυναμικό και
Κοινωνική Συνοχή



ΠΑΝΕΠΙΣΤΗΜΙΟ
ΠΑΤΡΩΝ
UNIVERSITY OF PATRAS



Η Εταιρία Tailwind EMEA, a ThinkDigital Group (TDG) company ενδιαφέρεται να απασχολήσει τουλάχιστον σε μια 1 θέση φοιτητές/τριες στο πλαίσιο της πρακτικής άσκησης τους κατά το ακαδ. Έτος 2024 από τα Τμήματα:

Τμήματα:

- Μηχανικών Ηλεκτρονικών Υπολογιστών και Πληροφορικής
- Ηλεκτρολόγων Μηχανικών και Τεχνολογίας Υπολογιστών
- Μαθηματικών
- Διοίκησης Επιχειρήσεων
- Οικονομικών Επιστημών.
- Διοικητικής Επιστήμης & Τεχνολογίας

Εταιρεία: Tailwind EMEA, a ThinkDigital Group (TDG) company

Τίτλος: Customer Success & Support Executive

Περιγραφή Θέσης:

At TailWind, we partner with brands, agencies and retailers in more than 30 markets to help them cut through the complexity of digital transformation and accelerate their business fast forward through automated, data-driven marketing solutions.

Tailwind, a ThinkDigital Group (TDG) company, is the regional partner of globally leading technologies: Flashtalking, Xandr – by Microsoft, GWI, CitrusAd, and IAS in EMEA markets.

Wherever you're based, however you feel at your most productive you will join a modern hybrid workplace environment with the added excitement of collaborating with a multinational, talented and dynamic team. We believe that the future of work is defined by flexibility, location independence and should be built around the new needs of our clients, our teams and our people.

Your Impact:

Tailwind is on the lookout for a talented and driven Customer Support & Success Executive to join our innovative team.

You will be at the forefront of our customer engagement process, working closely with our sales and product teams to understand client needs and develop customized solutions. You will leverage your technical expertise and strategic mindset to showcase the value of our products and services. The successful candidate will be based at the Tailwind's Tech Hub in Patras.

Key Responsibilities:

- Become the technical expert on Tailwind leading technologies and share that expertise with customers.
- Generate Reports on a daily basis.
- Lead client discussions by email, over video call or the phone.
- Troubleshoot day to day client support requests.
- Complete timely Manager provided tasks.
- Participate in new platform & tool trainings.

We're looking for someone with:

- Ability to work independently and as part of a team
- Strong problem-solving and critical thinking skills
- Willingness to learn and adapt to new challenges
- Strong written and verbal communication skills

- Enrollment in an accredited undergraduate program
- Relevant coursework or projects demonstrating skills and knowledge applicable to the internship role - optional
- Holds or is in progress in Computer Engineering, Electrical Engineering, or a related field with a specialization in Information Technology or Science, Mathematics, Finance or Business Administration.

We're offering:

TailWind company is part of TDG. We are on a mission to boldly lead our people to where no one has gone before. Our people enjoy benefits that make them able to develop their careers and professional skills. We challenge ourselves to work with the best and most talented professionals and we want to offer a great place to work and thrive.

-A modern workplace environment, and the excitement of working closely with a successful, highly motivated, dynamic, and talented team.

-Access to TDG's Library for professional development.

-Fresh fruits and the best selection of tea every day.

-TailWind offers a hybrid working model. Team members all over the EMEA region currently can meet in person. TailWind continues to grow our team by conducting a remote-first onboarding process.

Στοιχεία Επικοινωνίας:

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Ευχαριστώ,

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