

Position: Product Implementation Manager**No.of Candidates Required: 1**

The incumbent will be in-charge of setting up and getting the product live for a new client as well as on-going service support for our existing client.

Key Responsibilities

1. To coordinate with the client and internal development teams for all aspects of implementation. To conduct kick-off meetings with every new client to review expectations and to create a written project implementation plan with milestones and deliverables.
2. To Monitor every step of the implementation process and project progress;
3. To proactively identify potential issues and address them in a timely manner.
4. To communicate project status and to disseminate project information to client and internal project teams on a regular basis
5. To work closely with the product development team in discussing client feedback, post-implementation reviews and to document lessons learnt.
6. To communicate with the product development/ product management team regarding all implementation related customizations
7. To understand and manage evolving client expectations. To execute timely communication and change management.
8. To implement and track key metrics in-order to analyse performance relative to customer service.
9. To develop and monitor project implementation plan in accordance with contract agreement to meet customer expectation
10. To issue a client survey at the completion of each implementation to determine the client's perspective on the overall project.
11. Other duties as assigned from time to time.

Key Capabilities

1. Ability to manage multiple clients and projects/task simultaneously
2. Exceptional customer service skills
3. Excellent communication skills
4. Excellent problem solving & critical thinking abilities is a must
5. Flexibility to travel
6. Experience in banking and financial services sector is preferred
7. Hands-on-experience in Core Banking Products is preferred

Minimum Qualification:

1. Must be a graduate
2. Master's degree is preferred

Minimum Experience: 5 – 8 years of mandatory experience in Product Implementation

Job Location: Chennai

Approx. CTC Range: Based on skills and experience