



JOB DESCRIPTION

Job title : **Customer Engagement Manager**

ABOUT COMPANY

FPT Software - the Software Powerhouse

- FPT is a globally leading technology and IT services & solutions provider headquartered in Vietnam, with approximately 27,000 employees and 65 offices in 28 countries. As a pioneer in digital transformation, we deliver world-class services and have served 1,000+ customers worldwide, 100+ of which are Fortune Global 500 companies in the industries of Aerospace & Aviation, Manufacturing & Automotive, Banking, Finance & Insurance, Logistics & Transportation, Healthcare & Life Sciences, Retail, Utilities & Energy, and more.
- Key Services Offering:
 - Digital Transformation
 - Software Customization & Implementation
 - Manpower & Outsourcing Service.

JOB DESCRIPTIONS

- Writing and preparing proposals for new software applications to meet business needs.
- Coordinating with IT departments to ensure smooth implementation of new software applications.
- Meeting with clients to discuss their needs and requirements, record the MoM and transfer the requirement to team.
- Consulting with clients about new technologies that could benefit their business operations.
- Monitoring industry trends and competitor activity to identify new opportunities for growth.
- Negotiating pricing terms with clients to ensure profit margins are met.
- Acting as an intermediary between clients and software developers, providing business and technical support liaising during development cycles if necessary.
- Interact with customers, identify their needs, and suggest new products and services that suit their interests.
- Interact with the customers and take their feedback regularly.
- Collaborate with different teams and monitor all aspects of the project, including communication, technology, development, and technology.



- Providing excellent service and support to existing customers to build healthy relationships with them.
- Developing engaging plans to approach new prospects.
- Conduct performance reviews and contribute towards resource management.

JOB QUALIFICATIONS

- Bachelor's or Master's degree or equivalent professional experience in Information Technology.
- Exceptional communication skills in English, Chinese and strong presentation abilities.
- Education: Most software Engagement Managers have a bachelor's degree in computer science, information technology, or another related field.
- Candidates who have a master's degree in business administration with a concentration in information systems.
- Candidates should have the native language (Cantonese) and good English communication skill (8/10 and up)
- Domain knowledge in Insurance and Banking is preferred.
- Be able to have business travel sometimes.
- Training & Experience: Customer Engagement Managers typically receive some on-the-job training. This training may include learning about the company's products and services, the company's workflow, and the software the company uses.

BENEFITS

- Hybrid working
- Competitive salary with performance-based award.
- Young and dynamic working environment.
- Continuous development of hard and soft skills through work and professional training.
- Opportunity to approach newest technology trends.
- Company's labor policy completely pursuant to Hongkong labor legislation plus other benefits offered by the company (Company trip, Holiday, etc.)

CONTACT

- **FPT Hongkong – Recruitment Department**
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