

Customer Onboarding – Project Manager

Description

The Customer Onboarding and Delivery team are responsible for helping the clients get the best out of Mambu's platform: from mapping their requirements to providing training and advising on best practices throughout their complete project lifecycle.

Responsibilities

- Take ownership of the successful end-to-end implementation of Mambu to new clients through effective team leadership, collaboration, and client engagement.
- Ensure implementations are delivered by the team within scope, budget, time constraints, and deliverables are of the highest quality.
- Establish, document, measure, and quality check processes to ensure efficient and repeatable operations. Manage scope of projects from inception to closure.
- Coordinate resources, prepare project teams for kickoff and ensure effective completion of project milestones, control project scope and mitigate risks.
- Ensure project consultants are delivering to configuration, and methodology standards.
- Provide visibility of project status to other teams and senior management.
- Work with other product teams to organize, schedule, and deliver work dependencies in cross-team projects.
- Build strong customer relationships and help our customers get the most out of the product and our business.

Qualifications

- Ideally 5+ years of relevant work experience in a similar role, preferably on complex technical delivery projects in the banking or FinTech industry.
- You are familiar with SaaS implementations and technical transformation projects.
- You have strong team leadership skills, and you are able to manage internal and external resources.

Hiring organization

Mambu

Mambu is the only true SaaS cloud banking platform. Its unique and sustainable composable approach means that independent engines, systems and connectors can be assembled and re-assembled in any configuration to meet business requirements and the ever-changing demands of your customers.

Speaking of connectors, our marketplace ecosystem includes integrations across credit decisioning, payment processing, AML, KYC, regulatory, CRM, accounting, customer experience and more. This extensive ecosystem gives you unrivalled vendor flexibility. Not only that, Mambu works with all major consultancies and SIs.

There are 900 Mambu employees supporting 250 customers in over 65 countries, including Western Union, Commonwealth Bank of Australia, N26, ABN AMRO, Orange Bank, BancoEstado and League Data. Every month we're adding 3.5 million new end user accounts to our platform, with a total of 93 million to date.

Employment Type

Full-time

Job Location

Singapore, Singapore

Date posted

February 6, 2023

APPLY