

<https://fintechnews.sg/job/customer-relationship-management-specialist-at-thunes/>

## Customer Relationship Management Specialist

### Description

Backed by top tier investors around the globe we have raised significant capital allowing us to focus on:

- Continuing to expand its network to enable payments in more local markets
- Scaling and automating our platforms
- Launching innovative products that serve its customers and drive business growth

You will work with highly skilled colleagues from numerous nationalities and you will be a valuable contributor from the start. You will be a genuine ambassador of Thunes' values and products.

You will get the opportunity to work on an international stage, alongside household names such as TikTok, PayPal, and Checkout.com, hold genuine responsibility, deliver meaningful projects, and make a real impact on the lives of people in developed and emerging markets alike.

### Role Overview

The CRM Specialist will report to the Global Sales Operation Manager and will serve as the company CRM subject matter expert (SME). They will drive and champion system usage, so that our data provides accurate insights into sales performance and trends, providing leadership with meaningful data that supports the ongoing growth of the business. An ideal candidate in this role will be highly dynamic, meticulous, bear exceptional communication skills and will know how to balance getting the right details while working in a fast environment. The individual will be a vital member of a growing Sales Operations team which is critical to the overall productivity and growth of the business.

### Responsibilities

- Being Thunes global 'go-to' expert for CRM queries and ideas for development, proactively identifying areas for improvement and suggesting & implementing changes
- Works with key stakeholders such as Sales, Finance, Marketing to advise on best use, assess and advise on workflows and manage and facilitate trend analysis
- Defines the process and manages the accuracy & integrity within CRM by working closely with sales & leadership team
- Aligns/ Implements seamless workflows between CRM and other Thunes systems
- Creates and reengineers reports and dashboards for management information (MI)
- Supports the Sales Forecasting process, ensuring a high degree of data quality and accuracy
- Assists with Annual and Quarterly Sales Planning process
- Identifies training needs, develops, and delivers training programs to

### Hiring organization

Thunes

Thunes is a global, fast-growing fintech scale-up that connects businesses to the global economy thanks to the world's largest cross-border payment network it has established. Thunes has clients in over 100 countries including many in emerging markets across LATAM, Africa and Asia.

### Employment Type

Full-time

### Industry

Financial Services

### Job Location

Singapore

### Date posted

October 18, 2021

Apply

Thunes CRM users

- Supports Global Sales Operations Manager to optimize processes and drive CRM utilization
- Provides insights into various aspects of the sales cycle including pipeline management, sales velocity metrics and opportunity management
- Creates documentations for existing processes and upcoming process changes
- Manages ad-hoc reporting and analysis requests

## **Qualifications**

- Bachelor's Degree in a business discipline
- Strong understanding of CRM best practices and functionality
- Hands-on CRM implementation, administration, maintenance, and optimization experience e.g., Zoho/ Salesforce/ Hubspot or other
- Has held a sales analytics/ sales operations/ CRM specialist role in a commercial environment that has a globally dispersed sales organization
- High level of Microsoft Office Suite competency including at least intermediate Excel proficiency (Creating visual representations of data, creating & managing pivot tables, ability to organize data using SUMIF, COUNTIF, and VLookup.)
- Must be highly organized, independent, and able to prioritize tasks
- Ability to work under pressure in a rapidly evolving fast-paced environment
- Detail-oriented and a believer in the value of process
- Exceptional collaborator and influencer – driving change through ideas, relationships, and action
- Previous experience gained within Financial Services, or a Tech Company is desirable
- Ideally, applicants will have previously managed and/ or played a key role in the implementation of Salesforce within an organization