

Client Data Solutions Specialist

At Hypertrade, we are a strategic partner bridging the gap between supply and demand by transforming data into actionable insights. With our deep expertise in Retail and CPG and cutting-edge technology, we empower businesses to understand their customers through data-driven decision-making.

Are you passionate about data and client communication?

We're looking for a talented individual already located in Bangkok to join our team and play a crucial role in ensuring our clients maximize the value of our data-driven tools/Platforms and services.

Client Communication

Your primary role will be to interact with clients, understand their data-related needs, and resolve data issues. For example, but not limited to:

- Serve as the main point of contact for an assigned group of clients, focusing on their data needs.
- Proactively address data delivery schedules, data quality issues, and other concerns.
- Collaborate with the Product and Tech Teams to resolve any data-related problems efficiently.
- Keep clients informed of product updates and service innovations related to data management.
- Respond to client requests via chat, focusing on resolving data queries.

Training & Onboarding

Your role involves ensuring clients are fully equipped to harness the power of data through our tools/platforms. For example, but not limited to:

- Develop and deliver training sessions and materials that guide clients in leveraging data through our tools/platforms.
- Provide ongoing support and advice on data-related queries, helping clients make data-driven decisions.

Reporting & Process Improvements

You'll contribute to internal efficiency by providing key reports and identifying data improvement opportunities. For example, but not limited to:

- Execute weekly and monthly data performance reports with actionable suggestions for improvement.
- Identify and recommend process improvements related to data transfers and client satisfaction.
- Collaborate with the Technical Team to implement data process improvements and resolve data challenges.

Educational Background

A bachelor's degree in a relevant field is generally preferred, such as:

- **Business Administration:** With a focus on data analysis, marketing, or customer relationship management.
- **Information Technology:** With a focus on data management, analytics, or data science.
- **Communications:** To effectively convey complex data concepts to clients and internal teams.

Skill Set

- 2-3 years of relevant experience in a data-driven environment.
- Strong communication skills: Excellent written and verbal communication in English and Thai.
- Data proficiency: Familiarity with data management tools, data concepts, and analytics techniques.
- Problem-solving skills: Ability to identify, analyze, and resolve data-related issues efficiently.
- Organizational skills: Ability to manage multiple tasks and data projects with precision.
- Customer service orientation: Focus on delivering exceptional service and building strong data-focused client relationships.
- Office 365: Advanced proficiency in Excel and PowerPoint

Additional Skills (Preferred but not mandatory)

- Experience in the CPG or retail industry.
- Familiarity with advanced data management tools and software.
- Project management skills to oversee data initiatives and client onboarding.

Salary & Benefits

- 20 to 40KBahts monthly salary gross depending on experience and skills

- Social Security Fund
- Flexi working hour / Work from home once a week
- Lunch allowance
- Group Insurance
- Annual leave: 7 days after 1 year of service.
- 13 public holidays.