

Technical Manager for applied AI innovation in call centres



Central Paris offices (Francophone)

Description

Hoppeexecutivesearch is looking for engineers at PhD and at Master's level with experience in Computer Vision, Machine Learning, Deep Learning and Data science.

Hoppeexecutivesearch offers jobs in Europe and around the globe with leading and innovative clients. We supply to highly international teams in corporate R&D.

We understand that many of our best candidates want to continue to work in real innovative research. We understand that innovative CTOs and heads of R&D like to select their candidates from the best educational and research institutes.

Requirements

As a Technical Manager for this worldwide *applied artificial intelligence & advanced analytics for smart call centers* company, you ensure the smooth and uninterrupted services at the client site, while working in using AI to increase on client satisfaction, engagement & retention. Of course: our systems learn & train by comparing AI pairing results to *off*-samples. Innovations are carried out while maintaining continuity in *live* call center environments of top-500 clients.

You are:

- Responsible for smooth resolution of all smart call center technology related issues;
- Working with system integration and deployment, engineering and other teams to ensure issues / errors are resolved timely;
- Directed to maintaining excellent relationship with client and ensure connectivity and engagement with client account representatives within the CRM domain;
- Supporting the client through their processes in order to execute timely deployments of new services - while ensuring smooth continuity of *live* smart call center operations;
- Committed to submit status reports to management summarizing completed projects/tasks;
- Responsible for total incident ownership at the client, managing all high and critical incidents and points of attention.

Technologies involved:

- Expertise in relational database management systems and ability to use SQL, relational databases and a good understanding of ETL;
- Experience with key technologies such as Avaya, Cisco, Epiphany, Spoken, and Genesys. Possibly from known systems integrators and call center BPO in France or internationally such as Atos, Sitel, Salesforce etc.;
- Good understanding of business reporting, BI and data warehousing;

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- 5+ years of experience working with or leading in a technical support environment.

Academic background:

- Telecom ParisTech/ENST, Institut Mines Telecom, Mines Telecom Lille, Telecom SudParis/Telecom INT, L'X, N7 Toulouse Telecom, ESIGETEL or equivalent Francophone education.

But let's correct this straightaway: we are not addicted to names of top schools persé. We are looking for candidates who combine start-up inspiration with the understanding that continuity of call centers while at the same time applying new AI logic is a process where you tread mindfully. To ensure this you work on it in unison with the technical reps from the client. As a Technical Manager, you make sure the call center business keeps on running smoothly, while at the same time being smart in showing how to use AI to increase satisfaction and revenues.

Benefits

We are convinced you will find the company an exciting prospect, as it is one of the world leaders in applied AI and advanced analytics for smart call centres. The company has roots that go back in what is called the "AI winter" - at times when it wasn't popular yet to marry artificial intelligence to key business process. Now, the company is a worldwide leader in using psychodemographic data analytics to carry out pattern recognition to create actionable additional revenues coming from customer satisfaction in call centres

You will find this worldwide leader company in *applied artificial intelligence & advanced analytics for smart call centers* an exciting, intellectually challenging, and forward-looking environment to work in.

You will make visits to our international offices abroad like to the HQ in the USA, and participate in leading conferences. Our client activities are growing fast, and so will your career opportunities.

- Location: start-up like top-floor business offices overlooking central Paris. Travel to clients throughout France when required
- Duration: fulltime
- Start date: Flexible
- Contact Name: Casper Hoppe casper@hoppeexecutivesearch.com or use the online application form on :

<https://hoppeexecutivesearch.workable.com/jobs/242494/candidates/new>