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**SECUTIX**, a subsidiary of ELCA, has developed the SecuTix 360° product to provide the entertainment industry with secure multichannel technology supporting online ticket sales.

# Group Leader – Customer Services

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**YOUR MISSION** You will lead the team to deliver customized services, data migration services to the existing and recently acquired customers during their onboarding. You will work within the Customer Success Specialist Team. You will support and prioritize with the team to achieve the services on time and quality. Your responsibilities are:

- › Manage the Data Migration projects with our client facing onboarding colleagues from England, France, Switzerland and new geographies
- › Prioritize data migrations, urgent data request and reports in the service
- › Participate in the deliveries of the above from analysis and specification, to test, to process application and improvement
- › Improve and communicate the process changes, clarify requirements in constant liaison with our onboarding colleagues
- › Organize, Animate, share and circulate knowledge among the team
- › Develop overlapping skills and coach with your team members
- › Facilitate technical needs understanding and issues resolution
- › Assist On-boarding team during On-boarding Phase with clear planning, proactive communication and issue routing

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**WE OFFER** Established in Vietnam since 1998 we guarantee:

- › learning environment from interesting topics of our daily work: blockchain, chatbot, facebook in app purchase, Google Assistant AI integration, secure mobile ticket....
- › very attractive remuneration package
- › professional working environments with young and motivated teams
- › projects using state-of-the-art technologies and Agile methodologies
- › extensive coaching and training
- › flat hierarchies and cross-divisional collaboration
- › modern workplace
- › travel opportunities to Switzerland

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**YOUR PROFILE** We expect from you:

- › Bachelor's degree in Computer Science
- › Project Manager experience 3yr+
- › Experience with SQL (level advanced), Excel, Testing skills, Analysis skills, e-payment knowledge
- › Excellent communication skills and flexibility
- › Strong team spirit and hard working (Energic and Reliable)
- › Organized, Accurate, Curious, Open, Adaptable,
- › Proficient communication skills in English, French is a strong plus

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## SECUTIX STORY

SecuTix helps sport, culture and leisure organisations boost ticket sales and enhance audiences' experience before, during and after live events. Our product, SecuTix 360°, is a cloud-based platform that combines ticketing and marketing functionality, and is offered as a white label SaaS service. Used by the largest sport clubs and stadiums, live entertainment businesses, and leading museums and cities across Europe, SecuTix manages the yearly sales of over 30 million tickets.

<https://itviec.com/companies/secutix>

## ABOUT ELCA

<https://www.linkedin.com/company/7572/>

[www.elca.vn](http://www.elca.vn)

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**INQUIRIES** Please send your application in English (CV, photo, motivation letter, and certificates if any) by following the link:

<https://www.elca.vn/#footer>

