

CME / Principal - Salesforce + Big4

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Company: Infosys Limited

Location: United States

Category: other-general

Principal - Communications, Media & Entertainment

Principal - Business Consulting

117373BR

Job Description

Infosys Consulting's Communications Practice is seeking a Principal Level Management Consultant with experience across one or more domain areas in the Communications industry, including **customer relationship management (CRM) covering Marketing, Sales, customer service/customer care operations.**

At Infosys, we pioneered and perfected the global delivery model, introducing to our customers the ability to move technology work to different locations where talent is readily available, and quality is both impeccable and cost competitive. Over the years we have applied this model to a full range of services - both technical and business. Our IT services such as application integration, testing, maintenance, and infrastructure management ensure your operations are fully optimized. Our business process outsourcing and management services, such as customer service delivery, human resource outsourcing and procurement handling, drive down process costs while greatly enhancing their efficiencies. Most importantly, as part of our strategic sourcing approach, these services free up resources that can then be deployed to drive transformation and innovation initiatives.

As a Principal Consultant, you will provide best-fit solutions for one or more projects across

our communications service provider clients; provide technology/product fitment consultation; assist in defining scope and sizing of work; anchor Proof of Concept developments and support opportunity identification and pursuit processes and evangelize Infosys brand. You will collaborate with some of the best talent in the industry to create and implement innovative high-quality solutions, lead and participate in sales and pursuits focused on our clients' business needs. You will be part of a learning culture, where teamwork and collaboration are encouraged, excellence is rewarded, and diversity is respected and valued.

Required Qualifications:

Bachelor's degree or foreign equivalent required in Electrical, Telecom, or Information Technology Engineering

Min. 7 years of experience with Operational Technologies within the Communications Sector.

Knowledgeable in key areas of Communications provider operations, including **customer relationship management (CRM) covering Marketing, Sales, customer service/customer care operations**

Has at least 3 years' experience designing, implementing, or managing platforms for CSP providers **using MS Dynamics, Salesforce**

Should be able to comprehend and design industry standard information models like TM Forum SID

Has at least 5 years' experience in managing IT programs and projects

Should be able to develop business process and system use cases

Should be able to create the As-Is and To-Be Process and Use Case documents.

Should be able to guide, mentor and review the end-to-end solution

The candidate must be a team player and is also expected to help the project team with any functional issues that may arise during the course of the project

Excellent analytical skills and communication skills

All candidates must be willing and able to travel up to 100%, depending on client requirements

U.S. citizens and those authorized to work in the U.S. are encouraged to apply. We are unable to sponsor at this time

Live within 2 hours' drive time or be willing to relocate to one of the following Infosys hub offices - Atlanta, GA; Boston, MA; Chicago, IL; Dallas, TX; Houston, TX; Bridgewater, NJ; New York City, NY; San Francisco, CA; Seattle, WA

Preferred Qualifications:

Prior experience with Big four consulting firms

Has at least 3 years' experience managing operations or analyzing and implementing process optimizations across an areas of customer relationship management (CRM)

At least 3 years of experience in implementing and enhancing industry standard products for CSP operations

Experience and desire to work in a consulting environment that requires regular travel

Should have excellent soft-skills and leadership skills to lead assessment workshops, and work with Enterprise architects to design roadmaps for next 5 years

Experience of at least 1 or 2 full-cycle implementations for a CSP with hands on Functional and deployment experience

Experience in a CSP in North America across Mobility or Wireline networks will be preferred

Along with competitive pay, as a full-time Infosys employee you are also eligible for the following benefits :-

Medical/Dental/Vision/Life Insurance

Long-term/Short-term Disability

Health and Dependent Care Reimbursement Accounts

Insurance (Accident, Critical Illness , Hospital Indemnity, Legal)

401(k) plan and contributions dependent on salary level

Paid holidays plus Paid Time Off

About Us:

Infosys Consulting is a global management consulting firm helping some of the world's most recognizable brands transform and innovate. Our consultants are industry experts that lead complex change agendas driven by disruptive technology. With offices in 20 countries and backed by the power of the global Infosys brand, our teams help the C-suite navigate today's digital landscape to win market share and create shareholder value for lasting competitive advantage. To see our ideas in action, or to join a new type of consulting firm, visit us at www.InfosysConsultingInsights.com.

Infosys is an equal opportunity employer, and all qualified applicants will receive consideration without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, spouse of protected veteran, or disability.

Country

USA

State / Region / Province

California, Georgia, Illinois, Massachusetts, New Jersey, New York, Texas, Washington

Work Location

Atlanta, GA, Boston, MA, Bridgewater, NJ, Chicago, IL, Dallas, TX, Houston, TX, New York, NY, San Francisco, CA, Seattle, WA

Interest Group

Infosys Limited

Domain

Communications, Media & Entertainment, Telecom

Skillset

Process|Consulting processes|Technology Consulting process

Company

ITL USA

Role Designation

2936APLBCG Principal - Business Consulting

Salary Min

123500

Salary Max

154500

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Cross References and Citations:

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