

Client Specialist Graduate

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Role Purpose:

Assistance to the Client Specialist team with market share retention in Russia by enabling end users to maximize the value of the desktop, identify and focus on the “at risk” customers. Client Specialist Graduate is involved in various client training activities that are aimed to increase increasing usage and product stickiness.

Responsibilities:

- Provide assistance the team with client training activities on product and functionality.
- Increase product stickiness by demonstrating relevant new content and functionality that enable end users to be successful.
- Timely capture of end user intelligence in appropriate Customer Relationship Management system.
- Participate in strategic migration activities as required.
- Increase customer satisfaction by providing high quality service and support.
- Assist the team with screen creation and Excel models development for the customers

Qualifications:

- A Graduate of 2017 or currently at your Master Degree studies/last year studies.
- Specialized market knowledge in Treasury is preferred.
- Excellent listening and communication skills and ability to create and develop relationships.
- Continuous self-learner who keeps abreast of market developments, content and technology.
- Preferred knowledge of Thomson Reuters products, content and infrastructure.
- Strong Excel skills.
- Financial Modeling knowledge preferred.
- Self-motivated and able to work well with team members including other CSs, Sales Specialists, Account Managers and management.
- Fluency in Russian and English.

- Internship in financial industry working with financial professionals either in a trading, service, training, help desk, account management or sales role will be an advantage.

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