

Profile

Senior Account Manager UK



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The Netherlands

Teleena UK Ltd

About Teleena

Teleena is a young and innovative company in mobile telecommunications. We operate our own mobile core network combined with a state-of-art IT infrastructure and are using the radio networks of licensed mobile operators (MNOs). At this moment we have radio network access agreements with Vodafone Netherlands and Vodafone United Kingdom and we are exploring radio network access agreements in other countries.

We enable companies and brands to launch their own mobile services. We offer these 'MVNOs' (Mobile Virtual Network Operators) innovative mobile solutions such as mobile loyalty, multi country SIM cards and fixed/mobile solution in prepaid, postpaid and hybrid propositions. Currently we work with almost 50 people in two countries and operate 16 brands, including smart mobile brands like Telesur, UPC, DekaMarkt and hollandsnieuwe. We keep on expanding in customers and countries. The standard is high and we work hard with passion.

We have seen tremendous growth and for the further growth of our market and to support the building of our organization we are looking for a **Senior Account Manager** for our office in London, United Kingdom.

About the job

You will be responsible for a number of existing customers and responsible to meet the agreed growth and customer satisfaction targets.

Your primary tasks will be:

- Building and maintaining a close, positive and long term customer relationship;
- Working together with your customers on growth in active end-users, revenue and profitability;
- Recognizing trends and opportunities for mobile services in the market and pro-actively advising your customers how to act upon these;
- Monthly evaluation of customer results, satisfaction and wishes and translating these to the relevant internal departments;
- Writing offers for your customers on customer specific changes in their propositions and monitoring time delivery against agreed requirements;
- Writing and updating relevant customer related documentation (sales plans, forecasts etc.);
- Occasionally represent Teleena at conferences (visiting or exhibiting);

About You

You have got at least 5 years of working experience in a commercial and/or service account management position within the mobile telecommunications services. Because of the growth from Teleena in larger accounts, key account management is a strong plus.

As a Senior Account Manager at Teleena, you

- Have the drive to get the best achievements with and from your customers;
- Are a skilled negotiator and communicator
- Understand how decision making processes work at large accounts and are able to communicate across several organizational layers;
- Have a solid knowledge of the mobile telecommunications market, preferably in (wholesale) services;
- Like to work in a young, dynamic international company where business hours are not always pre-defined;
- Have the ability to work independently, prioritize and handle rapid changes;
- Possess a good sense of humor and perspective;

We offer

- A challenging, professional work environment in a highly dynamic market with great colleagues;
- Excellent opportunities to further gain broad mobile network experience;
- A chance to make a difference, to develop and grow;
- Good primary and secondary conditions, including a car;

Location

This is a UK based position. Our office location is in London and our head office is located in Nieuwegein, The Netherlands.

Contact

Do you recognize yourself and are you ready for a position in a dynamic company and market? Do not hesitate and contact Barbara Schenk, HR Manager a.i at barbara.schenk@teleena.com or +31(0)6 3700 2126.

> Acquisition to this vacancy is not appreciated