

Sales Support Analyst English + French (other languages like Spanish/Russian/German beneficial)

Job Description

Location: Bratislava, Bratislava, Slovakia

Sales Support Analyst

Competitive salary

Bratislava, Slovakia

Do you love solving problems, working with the latest technology and engaging with internal and external customers? Within our Sales Operations Team, we are looking for a Sales Support Analyst to join our Sales Support EMEA team in Bratislava, Slovakia.

Dell provides end-to-end solutions that enable more affordable and accessible technology around the world, empowering people everywhere to do more. You will be part of a collaborative team that believes in honest communication, shares creativity and welcomes different perspectives. There is a winning culture built on a platform of integrity and a spirit of innovation. We will also provide the mentoring, training and opportunities for you to fulfil your ambitions and potential.

Key responsibilities

The Sales support Analyst will be responsible for supporting the Premier online users in the EMEA region. Other duties will include working with cross functional teams for process improvements within online business, working with the regional help desks to create a follow the sun process, and to standardize the processes and policies across all three help desks. This will involve:

- Respond to customer requests for support both internal and external.
- Interacts with multiple internal and external customers.
- Establishes clear objectives and deliverables.
- Track progress, report status and make necessary changes to achieve all project goals.
- Analyze and report actual performance against project goals.
- Interacts with application support and development to drive issue closure within established Service Level Agreements

Essential requirements (not so essential ;))

- University educated or equivalent
 - Up to two years' sales support experience in the IT industry that demonstrates strong customer service skills
 - Attention to detail plus good administrative, multi-tasking and prioritizing skills
 - Excellent communication, influencing, presentation skills, in both written and verbal English
- Desirable requirements
- Additional European language - French (Russian/Spanish beneficial)

Benefits

Our people are the most critical component of our long-term success and their health and wellbeing are our priority. You will enjoy a comprehensive, locally competitive benefits package.

Dell is committed to the principle of equal employment opportunity for all employees and to providing employees with a work environment free of discrimination and harassment. All employment decisions at Dell are based on business needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, HIV status, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, past or present military service, family medical history or genetic information, family or parental status, or any other status protected by the laws or regulations in the locations where we operate. Dell will not tolerate discrimination or harassment based on any of these characteristics.

Send CV and application letter to: peter_lezovic@dell.com

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