

JOB POSTING

Position: Delivery and Account Manager

Company: Exprivia India Private Limited

Location: Pune, State of Maharashtra (India)

Overview

Exprivia India, an Indian registered company fully owned by **Exprivia Group** and headquartered in Pune (State of Maharashtra), is the main Italian player in India offering integrated IT services in the fields of **Digital Transformation, IT infrastructures, ERP/CRM & Cybersecurity**, ensuring European quality standards.

Exprivia India is part of the **Exprivia Asia network** together with **Exprivia IT Solutions in Shanghai** (headquarter of Exprivia Asian business) and **Exprivia Asia in Hong Kong**, as well as hotspots in other **Chinese industrial clusters** (Suzhou, Guangzhou, Shenzhen) and manufacturing oriented **South-East Asian countries** (Vietnam).

Position

Exprivia India is looking for a **Delivery and Account Manager** for Exprivia Pune office, who will report directly to Exprivia Asia GM (located in Shanghai).

Purpose of the position

- managing a portfolio of projects or framework contracts, in compliance with quality, safety and sustainability standards and contractual obligations;
- implementing the commercial strategy expressed through the quality, margin and turnover objectives agreed with the GM;
- identifying possible synergies between projects and exploits them in order to increase the efficiency of their implementation processes;
- monitoring risks and related mitigation actions at the contractual level;
- producing and shares the documentation of the various contractual phases to guarantee the traceability of the activities carried out;
- communicating effectively with the team, through a clear and continuous dialogue, in a multi-channel perspective, acting as the main interface towards the client's contractual manager with whom s/he develops relationships of professional esteem and appreciation to guarantee their overall satisfaction;
- promoting a climate of mutual collaboration and support, aimed at maximizing the efficiency and effectiveness of the activities of each component;

- contributing to developing new commercial opportunities and producing the resulting offers;
- activating towards the customer a model of active listening to his latent needs, beyond the current contractual perimeter, aimed at intercepting them and conveying them towards the GM for the start of value proposition initiatives that contribute to strengthening relationships with the Client and improving Exprivia's brand reputation.
- implementing the commercial strategy proposed by the GM, through More Job Acquisition on active collaborations, New Business Development both on portfolio customers (cross selling) and on new customers already acquired by the GM;
- operating according to the quality, margin and turnover objectives, defined and assigned by the MIU Manager, implements the development of a specific market based on a list of named accounts and/or specific clusters. Responsible for the economic objectives relating to the assigned customers.

Requirements

- Italian nationality preferred
- Excellent English, Italian a strong plus
- To be relocated in Pune (Maharashtra State) with Indian regulated labor contract
- Minimum 2-year experience in IT related business (IT/ERP)
- Technical background preferred
- Team management experience
- Proactive attitude

For more information and queries:

SIMONE CIAMPI

GM Exprivia Asia

+86 15021912079

simone.ciampi@exprivia.asia