

Head of On-boarding

CrescoData is an exciting market leader in the Commerce space. Headquartered in Singapore, it delivers Commerce-in-the-Cloud services to enterprise customers across the globe.

This is a unique opportunity to work in an agile market-leading company in a fast growing sector and work with large global customers. At Cresco we work hard as an energetic tight-knit team, we are hustlers who pull together and have FUN! Come and join us on our journey.

CrescoData is embarking on the next stage of its journey as it has recently been acquired by the global shipping and mailing company Pitney Bowes. This strategic investment enhances the Company's product offerings for mid-high volume Ecommerce shippers. It also accelerates Pitney Bowes Enterprise Shipping and Locker go-to-market strategy for the Retail and Pharmacy verticals.

This is an exciting opportunity to play an integral role in the integration project and a key part of this strategy is to seamlessly integrate the CrescoData business into the Pitney Bowes family. Come and join us on our exciting journey.

Culture

Culture is something that is really important to us at CrescoData. You'll be joining a friendly, inclusive team that values people, growth, development and fun! We regularly run weekly company initiatives like fitness bootcamps, team building days, monthly awards for going above and beyond and team events to reward hard work and a great attitude. Expect to join a unique market leading Singapore company with a global culture and mindset.

The role

Reporting into the CTO you will take ownership of the Delivery Plan. You will create and drive the programme of work for CrescoData's internal and customer facing projects. This is a cross functional role, having a high level view of all current projects and the different parts required to meet the project deadlines. You will work closely with the senior management team and guide and manage all internal and external stakeholders to deliver to the plan.

You will work with and manage the project manager to meet delivery revenue targets and have a vision to build up this department.

Responsibilities

Working with a wide range of global enterprise businesses to deliver CrescoData eCommerce projects on time and within budget to accomplish project objectives by planning, evaluating and managing project activities. This includes being involved in all aspects of the project delivery lifecycle - including scoping, reviewing, pushing to developers, testing, deploying and ultimately delivering to the Customer Success team.

- Metrics and Reports: You will own
 - Meeting Delivery Revenue targets
 - Resource planning (current + future)
 - Time-logging
 - Projects tracking to budget

- Lead and drive the service delivery and projects implementation - end to end from scoping through to go-live, ensure projects are on time and on budget.
- Owns Sprint Planning
- Act as the point of contact for customer project delivery
- Maintain customer focus with leadership, stakeholder engagement & management ●
- Manage and communicate with key holders on operational support daily
- Report back to the team leads on delivery timelines through monthly/weekly/daily project progress reporting activities
- Using internal processes to ensure projects are documented and compliant ●
- Setup and facilitate weekly customer and internal update calls
- Own the updating and administering of internal and customer-facing project boards ●
- Work closely with the Head of Product to allocate and update resourcing for existing, scheduled and future projects
- Work through any product backlog to ensure delivery of features and milestones, quickly and efficiently
- Suggest improvements to operational workflows and processes to improve efficiency ●
- Confidently interact with customers and stakeholders at all levels to overcome complexities ●
- Manage risks and issues and take corrective measurements
- Manage larger projects from end to end
- Line management duties for the Developers in Delivery Team and the project manager.

Skills and Qualifications

We'd like you to have the following skills:

- Planning and Resource Management - being able to prioritize product features and gathering customer requirements. Working closely with sales, development, support and marketing to deploy and deliver project requirements to the CrescoData standards
- Building relationships and rapport with customers to ensure deadlines are met and continuous alignment of work to ensure the delivery team supports the company's vision and goals. ● Track record of delivering to revenue targets
- Product planning, execution and support and maintenance throughout the entire delivery project life cycle.
- Strong technical analytical skills (both problem resolution and improvement)
- Data driven analytics
- Able to provide strong leadership for own team and have experience in managing a cross functional team to meet KPIs and deadlines
- Experience in managing and driving multiple, fast moving, complex projects at any one time whilst taking ownership of their milestones
- Good knowledge and handling of project and program management methodology and techniques
- Stakeholder presentation skills
- Ownership of internal stakeholders and customers, communicating and following up

In addition, the following skills would be useful:

- 5 + years experience in a relevant role
- Knowledge of SaaS systems and connections/integrations

- Any dynamic programming language (Python/Ruby/PHP/Perl) - **preferred python** • Any databases (Microsoft SQL Server, Oracle, MySql) - **preferred NoSQL AWS DynamoDB or MongoDB**
- Past working experience with RestAPIs
- AWS CloudFormation, Lambda, API Gateway, SQS
- Code management tools such
- Django framework
- Serverless architectures
- Angular (any version)
- Experience in managing development pipelines, multichannel best practices • Great communicator across all levels
- Experience with SE Asia and Global brands that drive trade growth strategies
- Documentation for internal and external use
- Experience of internal work hub systems such as Jira Atlassian Confluence
- Experience with owning and tracking to a project budget
- Experience in managing developers

The successful candidate will have these personal skills:

- Hands on - not afraid to roll up your sleeves and do what it takes to get things done
- Deadline, results and process driven
- High attention to detail
- Organised and can organise and motivate others

Tools

- Monday.com + other project management tools
- Data visualization tools
- Jira
- Hubspot
- GSuite

Please send your CV, a covering letter outlining your experience and why you are the best person for this role; to jobs-cresco@pb.com.