

Job location: **Krakow**

At Cognizant, we are dedicated to helping the world's leading companies build stronger businesses — helping them go from doing digital to being digital. You will be a part of a multilingual client facing team in Kraków, Poland. You can expect five-star training, a chance to realize your career goals, and a range of benefits. Be Cognizant!

**We offer:**

- Opportunity to be part of a global organization focused on development,
- Hybrid work model,
- Open-minded and multinational environment,
- Professional development and clear career path,
- Training & development opportunities,
- Full equipment and paid training provided from the first day of work,
- Extensive benefits package: Multisport Card, Lux Med medical healthcare including dental care, life insurance, cafeteria benefits.

**Responsibilities:**

- Communicate with advertisers and internal sales and services teams via phone, email, chat and video conferencing as needed,
- Perform and verify the implementation of web-based products with customers,
- Give guidance, support, and train customers on how to use the products - Employ strong, clear communication skills with your customers and colleagues, displaying your enthusiasm and a desire to succeed,
- Deliver high quality service to your customers, exceeding client expectations and quality scoring measures.

**Your profile:**

- **German language at least C1 level, very good English** (language of the communication in the company),
- Understanding CMS platforms at UI level (WordPress/Shopify/Wix/Joomla) or similar would-be a plus,
- Moderate experience in maintenance of websites with associated knowledge of HTML, JavaScript would be a plus,
- Technologically capable to quickly learn customer service software applications and process customer implementations that do not necessarily follow a standard template/process,

- Strong communication, customer service, relationship management and support skills,
- Online advertising or ad product experience.

**Interested? Then please apply online.**

**FRESH GRADUATES ARE WELCOME!**

We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, sex, gender, gender expression, sexual orientation, age, marital status, veteran status, or disability status.