



<https://fintechnordics.com/job/implementation-manager-at-tuum/>

Implementation Manager

Description

We are scaling our **Implementation team** and are looking for a skilled **Implementation Manager** with a can-do attitude to contribute to the success of our product. If you think you have the skills and experience, we are very keen to hear from you! This role can be based in **Tallinn, Barcelona, London** or **Amsterdam**.

Responsibilities

- Working as part of the Implementation team to successfully implement Tuum solutions for our customers
- Manage the project execution by coordinating resources and managing project-related daily operations
- Managing internal (technical project team) and external (client-side) stakeholders and daily communication
- Provide assistance to the sales team in scoping projects
- Managing client product demands, mapping, and analysing customer requirements
- Planning deployments to the client environments
- Customer onboarding to the Tuum platform
- Preparing project-related reports and providing project-related status overview internally and externally
- Taking part in the constant improvement of our customer journey

Qualifications

- Previous experience in working on implementation projects
- Experience in software development project management
- Good understanding of databases and data management (SQL)
- Great time management skills, the ability to plan and meet deadlines
- Passion for helping customers and providing the best customer experience
- Experience of working in the banking/fintech industry

Soft skills

- Passion for helping customers and providing the best customer experience
- Experience in leading workshops, training webinars and requirements sessions
- Great communication skills and ability to communicate well with internal and external stakeholders (collaborating closely with cross-functional teams, including sales and product)
- Problem solving mindset and results driven personality
- Ability to articulate complex concepts, provide guidance and manage customer expectations
- Great time management skills, the ability to plan and meet deadlines
- Excellent English skills: verbal and written

Job Benefits

Hiring organization

TUUM

Tuum is a next-generation banking platform. We enable fintech and banks to rapidly offer seamless and tailored financial services to their customers. Our core banking platform is revolutionising the financial services industry. The platform is API-based consisting of flexible and independent modules covering all retail and business banking capabilities for quick and easy integration.

Launched in 2019, Tuum is headquartered in Tallinn and is backed by investors including BlackFin Capital Partners, Karma Ventures and Portage Ventures.

Employment Type

Full-time

Job Location

Remote work possible

Date posted

August 17, 2023

Apply

- Competitive salary
- Tuum stock options
- Benefits that support work-life balance (wellness compensation – Stebby, team events, additional vacation days including 3 health days per year)
- Challenging environment offers you a possibility to grow both professionally and personally as we scale
- Bright and warm-hearted team of professionals delivering great things together
- All-hands-on-deck-approach (meaning that everyone delivers value regardless of responsibilities)