**Who are we?**

A true Indian MNC, operating out of 17 countries across Asia and Africa, we serve one in every 25 people on this planet. We aim to work towards our vision, driven by our values of [AIR](http://www.airtel.in/vision-mission/) - Alive, Inclusive and Respectful. Being the world’s 3rd largest telecom service provider, we believe in providing our employees with an inspiring and motivating environment.

**What will you do?**

* Responsible for managing the installation, shifting, reactivation, speed / technology upgradation for Airtel broadband services customers in the defined area
* Responsible for identification of improvement areas & define corrective actions
* Strength partner infra to ensure timely delivery
* Responsible for quality of installation /workmanship
* Responsible for continuous improvement in customer experience
* Responsible for process & Sop adherence
* Escalation handling for internal & external customers
* Optimum use of resources with planned productivity
* Responsible for timely material consumption
* Partner Management - Partner identification along with SCM, Ensure correct documentations, adherence to legal and regulatory compliance, adherence of processes & SoP, timely clearance of partner bills & ensure timely payouts. Regular review with partners.
* Work closely with all stakeholders to ensure smooth operations.
* Recommend process improvement to enhance customer experience
* Responsible for seamless experience for customer during entire life cycle with airtel and improve the CFI score
* Training of field resources.

**Our Culture Code**

All work and no play isn’t how we do things at Airtel. Here, innovation is a way of life and we believe that a dynamic and friendly environment helps our employees strike a healthy work-life balance. In fact, a defining characteristic of life at Airtel is a fun, youthful and vibrant [work culture](https://www.youtube.com/watch?v=0A4dxhu_730)

**You are an ideal FIT if you have**

* Diploma ECE
* Open to work for 6 days in a week and on field.
* Effective communication/interpersonal skills
* Self-Motivated and positive attitude person.

We're constantly seeking out for talent that we can take big bets on, If you are interested to join India’s largest telecom network, Apply Now and we will get back to you!