Traffic Monitoring Specialist

rdcom develops multichannel solutions for corporate messaging activities. The company was founded in 2000 by Daniele Poerio who is also the CEO. The core business of the company focuses on the sending of Email and SMS campaigns, covering customer care and services, loyalty, alerting, contact acquisition, surveys and couponing, enabling businesses of all sizes to reach recipients directly on their mobile devices. rdcom was among the first operators in Italy in this specific sector: it is authorised by the Ministry of Economic Development and a partner of the Mobile Observatory B2C Strategy of Politecnico di Milano. The company is also an associate member of the GSMA and a member of the Mobile Ecosystem Forum. The company has established itself as a Google partner for its Jibe initiative, which aims to provide Rich Communication Services around the globe. This is an exciting and innovative evolution of the SMS and provides a richer conversational messaging experience for both brands and consumers. As well as this, the company is also a Google partner for Verified SMS, enabling companies to provide a more secure messaging experience for their customers while combatting fraud and phishing. In addition to being an SMS operator, rdcom has established itself as a source of industry innovation and is key player for instant corporate messaging, both in terms of customer loyalty and advertising. In recent years, the company has enjoyed strong levels of growth, acquiring a solid presence on both the domestic Italian and international markets.

Opportunity description

We are currently on the lookout for a Traffic Monitoring Specialist trainee for internship 6 months to join our Support Team based in Verona, Italy.

The department in which the trainee will be placed is the "Customer Support" department. Within the various activities there is autonomy of movement to obtain the required result. The key responsibilities of the role will include:

- SMS traffic management (queue / delivery rate and connection status monitoring, specific ticket management, test activities, customer & supplier onboarding, sender registration)
- EMAIL traffic management (monitoring of email delivery to ISPs, delisting from RBLs, management of traffic load on multiple resources)
- IT Resources monitoring and management with different web tools

Prerequisites:

IT skills
- Knowledge of PC use (web browsing, e-mail)
- Basic knowledge of the Office package (especially Word and Excel)
- Strong analytical skills
- Attitude to multitasking

Personal characteristics
- Strong communication skills, in the management of telephone communication
- Ability to provide clear, professional, relevant answers to customer requests
- Good / excellent knowledge of English, both written and spoken

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Iscrizione R.O.C. Registro Operatori di Comunicazione N. 23918
- Aptitude for teamwork and goals
- Attitude to proactivity and initiativ

Please do send your CV to rdcom.com, perhaps along with a small cover letter describing the flavour of awesome you want to bring in the RDCom mix.
For further information, please visit our website, www.rdcom.it