



## Customer Project Manager

**Location : Vélizy / Sophia Antipolis**

**Contract type : Permanent**

**Department : Customer and R&D Operations**

### Purpose of the job

Ekinops is looking for a key player to manage the delivery of our innovative and complex projects: a Customer Project Manager (CPM).

Within the Customer and R&D Operations Department, the CPM will manage projects on the various technologies of our product portfolio such as EAD, SBC, SD-WAN and uCPE, virtualization, for our main Tier1 and Tier2 customers.

The CPM has the overall responsibility for the projects delivery against our contractual commitments to our customers

Along the project, the CPM is coordinating various parties involved across the company (R&D, Manufacturing, Product Management, Procurement, Finance, etc.) and potential sub-contractors involved in project delivery.

She/He also manages the interaction with the customer, as dedicated point of contact on all project-related topic.

### Duties and responsibilities

- Management of Customer Projects from presales support to project acceptance
- Presales support : planning, cost and feasibility study to support GO / NO GO decision and offer preparation,
- Project execution: management of resources, planning, costs from project kick-off to customer acceptance. Follow-up to lift any outstanding issue till full closure.
- Transfer to Support : ensure customer acceptance is formally granted and all deliverables are available for the Customer Support Organization for the Run phase
- Analyze deviations to define action plans.
- Assess and monitor risks.
- Manage internal or external escalations
- Ensure efficient communication to team members, internal & external stakeholders and, as well as reporting to the management.
- Ensure "Lessons Learnt" are systematically organized at the end of each project.
- Management of project documentation (Specifications, Planning, Reporting, etc.)
- Implementation and monitoring of key project indicators

## **Skills and profile**

- Bachelor or Master's Degree in Electronics, Computer Science, Optical Engineering or Telecommunications
- Minimum 5 years of experience in telecom environments with strong technical background
- Proven Project Management skills
- Good technical knowledge to understand and synthesize complex issues
- Fluent in English (both verbal & written knowledge)
- Stress resistant, flexible
- Good presentation and communication skills
- Ability to work in an international environment with cross-functional teams
- Ability to lead meetings
- Authority and pedagogy
- Team player
- Experience in Agile development
- Experience in Quality mngt systems – ISO9001, CMMi or equivalent