

SISA Information Security Pvt. Ltd.			
<b>Job Designation / Role:</b>	Project Trainee	<b>Job Code/ Req#:</b>	0921PA02
<b>Department &amp; BU:</b>	Customer Success, FDR	<b>Position Type</b>	Full time
<b>Location:</b>	Devanahalli, Bangalore (Currently Remote)	<b>Travel Required:</b>	25%
<b>Experience:</b>	Fresher		
<b>TA Specialist:</b>	Divyashree KU, <a href="mailto:divyashree.ku@sisainfosec.com">divyashree.ku@sisainfosec.com</a> , 6366773504		
Job Description			
<p><b><u>Company Description:</u></b></p> <p><b>SISA</b> is a leading cyber security company with a mission to protect every business from cyber criminals across multiple geographies. We are involved in either proactive, detective and/or corrective security of at least 6 of 10 payment data transactions globally. Started in 2006/2007, with over 600,500 customers in over 30+ countries, we are SISA is one of the leading fastest growing cyber security companies in India the world. Our 200 employees include information security specialists, technology experts, sales strategists and backbone staff. SISA culture is considered key to our success and can be characterized as merit oriented, performance focused and feedback driven. For more details, do visit us at <a href="http://www.sisainfosec.com">www.sisainfosec.com</a></p> <p><b><u>Job Role:</u></b></p> <p>We are looking for a proactive and dynamic Project Coordinator who will be responsible for supporting the Customer Success Team in planning, coordinating, and implementing projects within the decided budget, timeline, and scope. They will also effectively monitor and present project updates to relevant stakeholders &amp; clients.</p> <p><b><u>Role and Responsibilities:</u></b></p> <ul style="list-style-type: none"> <li>• Maintain the customer contract data – start date, renewals, end date, customer contacts, SOW/MSA.</li> <li>• Maintain the customer commitments as per SOW and track the commitments are delivered in BAU.</li> <li>• Maintain the customer’s quarterly, monthly billing data &amp; billing plan.</li> <li>• Coordinate for Monthly, Quarterly customer meetings, share and maintain MOM.</li> <li>• Track scope devices and services raise CR for any scope change.</li> <li>• To proactively identify and mitigate risks &amp; issues (including escalations) for delivery (contractual, financial).</li> </ul>			

- Manage the Resource onboarding/offboarding as per the checklist – id creation, DL changes, access.
- Liaise with HR & Business Unit Leads on resource BGV.
- Support Finance team with accurate billing inputs for billing.
- Liaise with AM, Finance to ensure revenue is realized in the books.
- Responsible to be a SPOC for any internal and customer planned audits.
- Maintain the Business Unit Team-Human Resource plan.
- Track actions from Leadership team meetings.

#### **Required Skills**

- Demonstrated skills in proactively identifying, facilitating and driving closure of a product implementation.
- Knowledge on IT Infrastructure and/or Cybersecurity Tools and process is preferable.
- Delight clients with our delivery and continuous improvements on delivery process quality and productivity
- Develop project plans, Status reports, test plans and associated documentation, applying appropriate project methodology
- Report delivery status to customer and develop required delivery documentations
- Establishing effective project communication plans and ensuring their execution.

#### **Desired Skills:**

- Ability to take initiative and work effectively in a rapidly changing environment.
- Solid organizational skills including attention to details and multitasking skills.
- Strong working knowledge of Microsoft office
- Ability to lead project teams of various sizes and see them through to completion

#### **Education Requirements:**

- BBA/MBA is preferred.

#### **Personal Attributes**

- Performance and learning focused are the most important attributes
- The ideal candidate will be professional, highly analytical, and possess excellent written and verbal communication skills in addition to IT fluency.
- Strong cross-functional interaction skills; Experience working in a team-oriented, collaborative environment.
- Ability to self-motivate and open to manage complex projects with multi-tasking.
- Excellent organizational skills; High Ethical quotient