



**ISLAMIC UNIVERSITY OF SCIENCE & TECHNOLOGY
AWANTIPORA, KASHMIR**

OFFICE OF THE CAREER COUNSELLING & PLACEMENTS

Dear Alumni,

Please accept greetings from the IUST, hope you are doing well.

I would like to inform you that **CISCO**, which is an American multinational technology conglomerate, specializes in specific tech markets, such as the Internet of Things (IoT), domain security and energy management through its numerous acquired subsidiaries, is offering the openings for the positions of **Business Operations Manager**.

Eligibility:

B.Tech (All Streams, MBA, MBA-IB)

Application Deadline:

1st of December 2021

Minimum Requirements:

- Experience in related field.
- Good at Critical Thinking and Problem-Solving Skills.
- Excellent Communication Skills.

Responsibilities of the Candidate:

- To provide inspired leadership for the GEO and act as site lead
- To develop, implement, and review operational policies and procedures
- To support worker communication with the management team
- To communicate customer issues with the operations team, OMO, IT, and BU and devise ways of improving the customer experience, including resolving problems and complaints
- Having strong understanding of Smart accounts and Smart licensing.
- Having prior experience of EA's or license compliance helps
- To track, measure, and communicate customer disputes to leadership and cross-functional
- Responsible for ensuring quotes and dispute resolution meet their SLA's
- Accountable for compliance practice KPI's such as: bookable target, Quote target, minimum cycles and CSAT impact
- Be available for partner and customer calls to discuss the critical issue and/or consumption report in detail
- Responsible for addressing project/program escalations
- To provide matrix management supervision when and where required
- To create status reports and readouts for senior stakeholders and executive leadership

If interested, you are therefore advised to register on the below mentioned registration link:

[https://jobs.cisco.com/jobs/ProjectDetail/Business-Operations-Manager/1352791?utm_source=Business Operations Manager D2C&utm_medium=listing&utm_campaign=Dare2Compete](https://jobs.cisco.com/jobs/ProjectDetail/Business-Operations-Manager/1352791?utm_source=Business%20Operations%20Manager_D2C&utm_medium=listing&utm_campaign=Dare2Compete)

Wish you all the best.

(Dr. S. Iqbal Quraishi)
Dy. Registrar
Trainings & Placements

IUST/ CCPC/CISCO/21/59
Dated: 16th of November 2021