**VISA**

# Implementation Consultant

## Description

Global Client Support Services works with issuers, acquirers, processors and merchants worldwide to develop and deliver the support model for Visa Inc. This includes day-to-day operations and product support, back office support and customer performance reporting.

This is an individual contributor role responsible for solving complex problems and taking a broad perspective to identify innovative solutions. This role serves as a technical/functional specialist and works independently with guidance only in the most complex situations.

## Responsibilities

- Lead project management of implementations for Visa client institutions and processors in assigned region to ensure client expectations are exceeded.
- Coordinate directly with clients to understand card program set up requirements and facilitate new card program installations, conversions and maintenance requests without customer impact.
- Report client project accomplishments and deliverables to management monthly.
- Manage non-routine, complex processing and change requests, as well as short term tactical and strategic client initiatives.
- Act as the Project Lead for various initiatives – both internal and external – using Project Management best practices and skills.
- Proactively identify operational opportunities to increase service quality or efficiency.
- Build and enhance positive working relationships with key Visa client institutions, processors and internal stakeholders.
- Prepare and maintain detailed project plans, status reports, and issues logs.
- Represent client system and operational requirements to internal Visa organizations.
- Responsible for own work flow assignments and must be able to take the initiative to resolve problems and meet deadlines.
- Coordinate internal Visa resources to ensure delivery on commitments.
- Create, update and enhance internal support documents to assist internal and external stakeholders.
- Support biannual business enhancements and all Visa mandates.

## Qualifications

- Bachelor's degree or equivalent experience
- Requires a minimum of 7+ years' experience in a customer support role in banking, payment service providers (PSP), payment card, software, or information services
- Project management background is necessary
- Arabic, English and French Languages are must have
- Experience using standard MS Office tools (e.g. MS Project, Excel, PowerPoint, Word, Visio, etc.).

**Hiring organization**
Visa

Visa (NYSE: V) is a world leader in digital payments, facilitating transactions between consumers, merchants, financial institutions and government entities across more than 200 countries and territories. Its purpose is to uplift everyone, everywhere by being the best way to pay and be paid.

**Employment Type**
Full-time

**Job Location**
Cairo, Egypt

**Date posted**
5 July 2022

APPLY

- Excellent time management, organization, and planning skills are essential.
- Ability to comprehend and translate complex technical issues and apply to business solutions.
- Able to set priorities, influence others, and manage customer expectations.
- Demonstrated success in customer relationship management.
- Self-starter with a demonstrated ability to achieve results as part of an effective team, and ability to effectively prioritize and multi-task under deadlines.
- Excellent verbal, written, presentation and interpersonal skills are required.
- Strong project management skills required.
- Demonstrated ability to articulate complex technical terms or processes into business language.