

If you would like to refer your friends to join our Cargo family, please send full resume to GloriaMYNg@cargofe.com in our Human Resources and Administration Department.

Currently, we are looking for capable candidates in the following role:

Implementation Manager

Responsibilities:

Business Requirements Gathering

- Support Project Manager in business analysis
- Assist in client process mapping and solution design, documenting outcomes
- Develop solution design proposals
- Provide systems specifications to development team

System Implementation

- Assist Project Manager through complete implementation lifecycle
- Conduct systems testing
- Deliver systems training – to users and administrators
- Manage project issues log
- Manage Project Executive resource – delegating where appropriate

Client Management

- Provide post implementation support and client management
- Troubleshoot systems issues and manage client helpdesk, in conjunction with Project Executive resource
- Identify future business needs and propose enhancements

Career Path:

The qualified candidate will be provided with comprehensive on-the-job training to cope with our complex and expanding business. We offer career progression towards client-facing roles in project manager/ client manager positions. Candidate will be provided with Project Executive resource.

Requirements:

- Degree holder with minimum 3 years experience of related industry work experience
- Proven experience in documenting business processes or Standard Operating Procedures, preferably in supply chain industry
- Proven experience in system implementations preferred
- Excellent verbal and written English essential with clear and positive communication skills
- Willingness to accept client-facing role and be accountable for decisions
- Logical mindset with a desire to solve challenges and attention to detail
- Willingness to learn, must have enthusiastic outlook, goal focused team player
- Genuine interest in the Retail Supply Chain sector

Personal data collected will be used for recruitment purposes only and kept confidential.