Company Overview

The Financial and Risk Business of Thomson Reuters is now Refinitiv. Refinitiv equips the financial community with access to an open platform that uncovers opportunity and catalyzes change. With a dynamic combination of data, insights, technology, and news from Reuters, our customers can access solutions for every challenge, including a breadth of applications, tools, and content—all supported by human expertise. At Refinitiv, we facilitate the connections that propel people and organizations to find new possibilities to move forward.

Position Summary

A Customer Success Specialist connects our clients to Refinitiv’s Trading solutions, including desktop, transactions, and feeds. The CSM plays a vital role in ensuring that our customer’s fully leverage the value of Refinitiv by discovering and implementing workflow solutions while continuously providing guidance throughout.

In a role that is comprised of relationship management, education and deep workflow expertise, the CSM is responsible for successful adoption, retention and expansion of our Trading solutions within their assigned accounts. Equal parts trusted advisor and product expert, the CSM collaboratively designs and implements engagements with key business decision makers, assists in reducing competitive risk, and identifies opportunities in his/her accounts. By transforming our client’s business through user adoption of our suite of solutions, the CSM creates the conditions for optimal renewal and upsell growth.

Role Responsibilities

- Clearly define business outcomes and orchestrate a comprehensive success plan inclusive of customer objectives, stakeholders, milestones, risks and metrics needed to achieve them
- Demonstrate and educate new customers on how to use our products, content, and technologies in a manner that is tailored to their specific use-case
- Monitor usage, health gauges, competitive landscape and any other relevant data in order to create a retention strategy
- Find leads and connects with Sales to work on growth opportunities (upsell and cross-sell)
- Work along other teams such as Account Managers, Transactions Relationship Managers, Market Development and Customer Proposition to ensure we are addressing our Trading customers’ needs
- Bring in customer intelligence and feedback
- Ensure customers derive maximum value from their investment in Refinitiv services and solutions, utilize all licenses and collaborate with other Refinitiv stakeholder teams to ensure retention and growth.
- Build, maintain and leverage strong relationships with business decision makers and users within each account to influence adoption
- Drive sales from existing customers
- Increase customer satisfaction on Financial Solutions
- Customer Success Specialist’s performance will be measured by
  - Breadth & depth of customer relationships
  - Portfolio attrition
  - Escalation and risk mitigation management
  - Product Adoption
  - Contributions to growth and renewals

Experience and Qualifications Required

- College/ university degree with 2 years’ relevant work experience required. Industry qualifications preferred (CFA, MBA, FRM, MFE, CFE)
- **Python programming language is a must**
- Possess financial market knowledge
- Selling Skills (identify, develop, & articulate proposition/ consultative selling)
- Significant Product and Workflow Expertise (e.g. knowledge of financial modelling, excel, MS Office); knowledge of trading floor tech/ data apps
- Presentation skills (verbal & written); Strong interpersonal skills; ability to organize and execute a sales plan
- Strong customer relationship skills
- Training or related experience preferred

How to apply for the role

As a global business, we rely on diversity of culture and thought to deliver on our goals. Therefore we seek talented, qualified employees in all our operations around the world—regardless of race, color, sex/gender, including pregnancy, gender identity and expression, national origin, religion, sexual orientation, disability, age, marital status, citizen status, veteran status, or any other protected classification under country or local law. Refinitiv is proud to be an Equal Employment Opportunity/Affirmative Action Employer providing a drug-free workplace.

Intrigued by a challenge as large and fascinating as the world itself? Come join us.

If interested in learning more about the opportunity then please email your updated CV to Shikha Jain at shikha.jain@refinitiv.com

Application deadline

30th July 2019
**Senior Business Analyst**

**Company Overview**

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**Position Summary**

Asia Collections Technology comprises several teams who are responsible for the development of real-time systems that collect data from stock exchanges in the Asia Pacific; this data is critical to hundreds of thousands of customers around the globe. The group makes 1000+ software releases each year to support the constant changes demanded by both customers and exchanges alike. The Senior Business Analyst Position entails becoming the market logic expert for assigned feeds, gathering and documenting business requirements, participating data validation process and support their application into our production systems.

**Role Responsibilities**

- Review, analyse, and evaluate business systems and user needs covering multiple Refinitiv’s networks and products. The primary purpose is the collection, certification, and dissemination of stock exchange and contributed data
- Work on multiple project types: additions, mandatory day-1 changes, modifications, enhancements, and removals for the entire Asia Pacific region
- Constant and proactive review of the market place through research and vendor alerts/notices from stock exchanges/contributors. Advice whether new projects are required for the company and segregate into the categories listed above
- Work directly with programmers to recommend the development or modification of computer programs, database structures, and data dictionary content
- Gather requirements from various business segments to create product specifications for developers, and build and execute the test cases (documenting the steps) which arise from them
- Participate in cross-departmental meetings and cross-train with other team members. Work as a team to document, track, and produce reports for all projects pertinent to the group
- Provide regular feedback regarding changes in scope to current project list with respect to changes that may impact client organizations
- Ability to establish successful and results-oriented working relationships with a diverse set of personalities

**Experience and Qualifications Required**

- Fresh graduates are welcome to apply
- Bachelor's degree or above (Finance, MIS, or Mathematics preferred)
- CFA candidate preferred
- Exceptional requirements gathering, clarification and documentation ability
- Solid knowledge of Financial products, Software Development Life Cycle and Agile delivery
- High attention to detail concerning data, analysis and testing
- Strong verbal and written communication skills, and decision-making abilities
- Computer and data input skills
- Knowledge of project management and systems analysis methodologies
- Fluent in both English and Chinese
- Interest in worldwide financial markets
- Ability to manage multiple projects with shifting priorities in a real-time environment
- Must grasp concepts quickly. Aptitude and interest in technical concepts essential
- Relationship management and coordination skills a plus
- Testing, data validation, and evidence documentation skills
- Self-motivated and the capability to work without supervision
- A wide degree of creativity, latitude and patience is expected
- Experience with Production systems
- Experience in a high volume, real-time transaction based environment
How to apply for the role

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