



**We love what we do. We give 100% every day – even more than that, in a sense. We're always perfectly prepared. We're different. Faster than most. Always one turn of the screw more precise. We are, after all: Porsche. We are committed to the crest. An attitude that runs through everything we do.**

We are hiring you as:

## **Customer Experience Executive**

**Location:** Porsche Centre Saigon, HCMC

### **Your responsibilities:**

- Manage customer touchpoints along the customer journey, ensure a seamless and consistent omni-channel communication experience.
- Develop and deploy customer satisfaction measures
- Plan and execution of customer and prospect care programs to enhance customer satisfaction
- Administrate customer cases and report to line manager, coordinate with relevant departments to ensure timely follow-up and maximize customer satisfaction.

### **Your qualifications and competencies:**

- Degree in External Relations, PR Communications, Sales, Business Administration, Law, Public Service or related field
- At least 5 years of solid working experience in customer service for high-end hospitality, healthcare, banking, insurance, automotive industry or similar
- Proficient MS Office skills (Outlook, Word, Excel, PPT...)
- Logical thinking, process-focused ability
- Excellent negotiation and interpersonal skills, customer service orientation
- Fluency in verbal and written Vietnamese communication skills
- Cross-functional collaboration ability and strong team player

### **We are offering you:**

- Comprehensive training and attractive career development opportunities
- Sustainable working environment of global standards with professional team
- Attractive performance-based incentive programs and extensive benefits

### **Are you ready to join our team?**

Kindly contact us via  
[HR@porsche-vietnam.com](mailto:HR@porsche-vietnam.com)

**PORSCHE**