

HP is a proven leader in personal systems and printing, delivering innovations that empower people to create, interact, and inspire like never before. We leverage our strong financial position to extend our leadership in traditional markets and invest in exciting new technologies.

HP has an impressive portfolio and strong innovation pipeline across areas such as:

- blended reality technology - our unique Sprout by HP will change the way people do things
- 3D printing
- multi-function printing
- Ink in the office
- tablets, phablets, notebooks
- mobile workstations

We are looking for visionaries who are ready to make an impact on the way the world works.

At HP, the future's yours to create!

## **Marketing Program Support Executive**

If you are our Marketing Program Support Executive in Philippines, you will have a chance to:

- Plan, execute and measure marketing and customer engagement programs across consumer (B2C) and business (B2B) space
- Identify strategic new wins across a business, industry or geography, and provide timely, quality customer references to internal clients (such as Public Relation, sales, marketing)
- Manage many projects and/or programs under tight deadlines
- Manage marketing projects with agencies or contractors as needed
- Track, measure, and report on business group or country measurements of success, such as calls, clicks, leads, revenue
- Manage project budgets as assigned

We are looking for an individual with:

- Bachelor in Business Administration or Business Studies in Communications, Marketing or Business Administration
- Less than 1 year of experience in Marketing
- Some experience, for example internship in B2C or Consumer Marketing is an advantage
- Good writing and editing skills
- Good communication skill

## **Retail Account Manager**

If you are our Retail Account Manager in Manila, you will have a chance to:

- Be accountable for the revenue for retail print, including supplies in Philippines via channel
- Serve as the expert to the partner for more advanced information regarding product, services, and software transitions, promotions, and configurations
- Influence partners to create and maintain their HP funnel
- Influence partner business manager and/or end user sales teams on partners' capabilities and merits
- Support sales by analyzing opportunities, and communicating sales collateral within their area of focus
- Support transactional selling working within a team of selling professionals
- Ensure partners are compliant with legal and SBC practices

We are looking for an individual with:

- Bachelor's degree or may have advanced university degree
- At least 4 years of selling experience at end user account or partner level in consumer products industry
- Experience developing positive relationships and solving customer problems
- Experience in channel management
- Proven track record in achieving sales target
- Understanding of IT industry, competing vendors, and the channel, including competitive positioning is good to have
- Understanding of HP's organization & operations, including key business rules, partner segmentation, key programs & initiatives, structure is an advantage
- Understanding of a select set of HP's products, software, and services. Able to communicate the strengths of HP's offerings, and overcome objections is an advantage
- Possess good communication skill

## **Client Service Manager**

If you are our Client Service Manager in Manila, you will have a chance to:

- Overall account ownership for contractual Managed Services accounts covering Managed Print Services (MPS) or Device as a Service (DaaS) portfolios
- Responsible for P&L Management, Contract Management, Change Management and Reporting
- Lead Strategic Business Reviews
- Mentor and function as advisory role to drive account reviews with customer to identify up / cross sell opportunities
- Drive the End of Term (EOT) contract renewals. Pre-sales / Pursuit engagement for account renewals
- Own Service Strategy / Design for accounts under management to improve customer retention and Total Customer Experience (TCE)
- Develop and manage strong customer relationships as part of executive engagement with senior customer stakeholders (Director, VP, C-Level)
- Manage major customer account escalations and leads problem resolution

We are looking for an individual with:

- Bachelor's degree or may have advanced university degree
- At least 5 years of relevant business experience in IT Service Delivery or Client Management; Pre-sales/Pursuit or Account Management experience highly preferred.
- Managed Services or IT Outsourcing business knowledge and experience.
- Industry experience in Managed Print Services or PC / desktop End-User Workplace Services
- Strong leadership skills: leads by example, inspires confidence, keeps an open perspective
- Excellent customer relationship skills and sound negotiation skills
- Good presentation skills: speaks effectively, adjusting messages to audience level
- Strong business acumen
- ITIL / ITSM certification desired

## **Business Development Manager, Indirect Managed Print Services**

If you are our Business Development Manager, Indirect Managed Print Services in Manila, you will have a chance to:

- Be accountable for the print revenue including services, solutions and supplies in Philippines via channel partners with a key focus on mid-market
- Responsible for maintaining strong relationship with channel partners to drive achievement of targets
- Identify new business prospects, penetrate and develop new channel partners and end customers
- Identify, groom, motivate and develop channel partners to be able to promote different contractual offerings to end customers
- Enable channel partner to articulate the value proposition for our products and channel solutions and services to end customers
- Collect and translate market intelligent to sales or sales leads
- Provide weekly basis sales funnel, deal wins and losses and market feedback

We are looking for an individual with:

- Bachelor degree or may have advanced university degree
- At least 7 years of sales or business development experience in IT or OA environment
- Good channel management skill
- Proven track records in generating new customers/accounts
- Proven track records in achieving contractual sales
- Good knowledge of market demand and competition will be added advantage
- Display positive attitude
- Excellent communication and presentation skills
- Self-motivated and result-oriented
- Team Player

## **CRM Project Manager**

If you are our Customer Relationship Management and Telephony Operational Subject Matter Expert in Philippines, you will have a chance to:

- As the Subject Matter Expert (SME) and will be the primary person responsible for Project Management Office, PMO and IT engagements in relation to Call Center Operational processes including the tools used such as Customer Relationship Management, CRM and Telephony
- Act as a project manager for moderately complex, small to medium projects such as system implementations
- Drive continuous process improvement by applying a solid understanding of business goals/targets, processes & policies. Recommend and implement improvement initiatives in the call center operations and processes
- Produce moderately to highly complex deliverables, making recommendations and/or decisions on common issues in operations
- Work on adhoc assignments and projects from time-to-time based on business requirements

We are looking for an individual with:

- Bachelor's degree or may have advanced university degree
- Expertise on CRM tools and Telephony network
- Project Management / IT Implementation Experience
- Proven ability to collaborate with regional stakeholders and experience working as part of a virtual team that is geographically dispersed
- Excellent English Communication (written, verbal, presentations)
- Good Negotiation and Influencing Skills
- Experienced in Vendor Management (preferably Call Center), working for an E-commerce line of business is also preferred