

## Retail Customer Resolution

### Job Descriptions:

- Provide oversight of customer data management in accordance with regulatory standards and Bank's strategy.
- Oversee data interface between RM system and other systems e.g. RB Front, WIN and ensure customer data update is performed in accordance with internal regulation.
- Define strategy for customer data quality improvement.
- Provide advice to support the use of customer data in projects.
- Assess quality of customer data to ensure fit-for-purpose.
- Database Management and Information Management to support marketing purpose
- Analyze data and produce statistical reports and performance tracking reports

### Qualifications:

- Bachelor or Master's degree in Statistics, Database Management, Information Technology in Computer Engineering or related fields
- 3-5 years' experience in Enterprise or Big Data or Data Engineering or Cloud Platform or advanced SQL experience
- Possess a strong skill in project management
- Producing presentations for managements in both Thai and English
- Having negotiation skill, ability to capture and summarize issues in a clear and precise manner
- Having systematic thinking skills: able to continuously seek new approaches to improve current work in an End-to-End manner
- Ability to make an effective decision to solve preliminary problems and to liaise with key stakeholders within organization in order to complete the tasks as expected
- Fluent in written and spoken English

Interested candidate, please submit your CV to [tiwa.kumkaen@scb.co.th](mailto:tiwa.kumkaen@scb.co.th)