



BE PART OF OUR SUCCESS STORY

PROJECT & PRODUCT MANAGER INTEGRATIONS

WHO WE ARE

We are part of NextGuest Technologies, an integrated hospitality technology + digital marketing company comprised of HEBS Digital and Serenata CRM. Combining our cutting-edge technology with innovative strategy, design, and digital marketing expertise, we are closing the loop on the travel journey with the first fully-integrated guest engagement, acquisition, and marketing platform.

Combining 20 years of hospitality experience with the energy of a start-up, Serenata CRM turns big data into smart useable data. Serenata CRM is one of the leading providers of e-marketing and CRM solutions for the hospitality industry. By integrating guest information with various systems, our Serenata CRM Suite provides a comprehensive 360° view of the guest. Engage guests from the moment the booking is made, enhance their experience while on property, and inspire them to book another stay. With our Serenata CRM Suite your guest data, one of your hotel's most precious assets, is put to good use to engage guests before, during and after their stay, to fuel loyalty throughout the customer lifetime journey, and to acquire new "best" guests.

WHAT WE OFFER

Serenata is looking for a talented, energetic, and driven **Product and Project Manager Integrations (m/f/d)** who will join our international team to support Serenata's growth and innovation strategy. The ideal candidate will have a hands-on, customer-oriented mentality and has experience in managing technical integration projects ideally within the travel tech sector. Flexible working hours, an agile work environment, quick decision making, and shared lunch breaks on our rooftop terrace are part of our unique corporate culture.

YOUR JOB

- Integration of additional applications and data sources to ensure that any prospect's and guest's touchpoint is captured in the central CRM database
- Integrations of best-of-breed applications to enrich and complete our CRM services which are directly supporting customer use cases
- Managing the end-to-end process of implementing new integrations with Property-Management Systems and 3rd party applications
- Providing overview of required activities and critical milestones internally to Project Management and Development team
- Providing documentation of specifications and user manuals internally to Development and Customer Success team as well as externally to the customer and partner

- Being main contact towards partners during the integration specification and integration project
- Evaluating target segments and business opportunities

YOUR PROFILE

- Bachelor´s degree (computer science preferred or comparable work experience)
- 3+ years of professional experience in the required field
- Understanding of different programming languages and ability to solve problems in testing, coding and deployment
- Good knowledge of different software systems, client/server architectures and various compatibility requirements
- Strong project management and organizational skills
- Ability to change perspective and understand needs from different stakeholders
- Understanding of hospitality sector is a plus

If you are looking for a new challenge in an innovative, international company, where you will have the opportunity to shape and influence the business with the results of your work, where you will be surrounded by an engaged and fun team, Serenata is your next stop! Do not hesitate to send us your application including cover letter and CV.

APPLY NOW

Give us a call at +49 89 92 90 03-0 or send your application via email to career@serenata.com.

Serenata IntraWare GmbH | Neumarkter Str. 18 | 81673 Munich | Germany