

List of Specialist Course

As of April 1, 2024

No.	Job Title	Category
1	Web Designer	Public relations
2	Graphic Designer	
3	Back-Office Operations Specialist	Personnel Affairs
4	Admin & System Testing Operations Specialist	
5	Administration Operations Specialist	
6	Data Analyst	Business
7	Sales VOC (Voice of the Customer) Analysis Specialist	
8	VBA Specialist	
9	System Tool Development and Maintenance Specialist	
10	Solution Specialist	
11	IT Specialist	
12	Application and Tool Development/Operations Specialist	
13	RPA Engineer Specialist	
14	Video Editing Specialist	
15	Legacy System Refactoring Specialist	
16	RPE (Robotic Process Engineer)	
17	Data Registration Processing Specialist	
18	DX Specialist	
19	WFM (Workforce Management) Specialist	
20	General Operation Business - Development Specialist	
21	WEB Marketing Specialist	
22	Business Consulting Specialist	
23	Data Analysis Specialist	
24	Operation Contract Specialist	
25	Contract Office Operations Specialist	
26	Agent Specialist	
27	Training Specialist	
28	Knowledge Specialist	
29	Creative Designer	
30	Payment Application _ Training/Knowledge	
31	CM* Specialist (Administrative Center)	
32	CM Specialist	
33	CM Specialist _ Customer Communication	
34	CM Specialist _ Inbound Call Performance	
35	CM Specialist _ Non-Call Skills	
36	CM Specialist _ Service Quality	Business
37	CM Specialist _ Productivity	
38	CM Specialist _ Multi-Skilling	
39	CM Specialist _ Call Productivity	
40	CM Specialist _ CM Training Support	
41	CM Specialist _ Skills	
42	CM Specialist _ Performance	
43	CM Specialist _ Inbound Call	
44	CM Specialist _ Acquirement	
45	CM Specialist _ Inbound Call Communication	
46	CM staff: fraud detection response specialists	
47	Inside Sales Specialist	

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No.	Job Title	Category
48	Multilingual Support Specialist	Business
49	Service Quality Improvement Specialist	
50	Delivery and Administrative Operations Specialist	
51	Sales office support specialists	
52	Temporary Staff Coordinator	
53	Quality specialists	
54	Service Quality Specialist	
55	QA (Quality Assurance) Specialist	
56	Foreign Staff Labor Management Specialist	
57	Team Manager of Staffs with Disability (Mentor)	
58	Service Quality Management Specialist	

*CM : Communicator (Agent)