

List of Specialist Course

As of April 1, 2025

No.	Job Title	Category
1	Back-Office Operations Specialist	General Affairs
2	Administration Operations Specialist	
3	General Operation Business - Development Specialist	
4	Administrative and Facility Management Specialist	
5	Accounting, General Affairs, and Facility Management 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	WEB Marketing Specialist	
21	Business Consulting Specialist	
22	Data Analysis Specialist	
23	Operation Contract Specialist	
24	Contract Office Operations Specialist	
25	Agent Specialist	
26	Training Specialist	
27	Knowledge Positions _ Knowledge Specialist	
28	Knowledge Management Specialist	
29	CM* Specialist (Administrative Center)	
30	CM Specialist	
31	CM Specialist _ Customer Communication	
32	CM Specialist _ Inbound Call Performance	
33	CM Specialist _ Non-Call Skills	
34	CM Specialist _ Service Quality	
35	CM Specialist _ Productivity	
36	CM Specialist _ Multi-Skilling	
37	CM Specialist _ Call Productivity	
38	CM Specialist _ CM Training Support	
39	CM Specialist _ Skills	
40	CM Specialist _ Performance	
41	CM Specialist _ Inbound Call	

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No.	Job Title	Category
42	CM Specialist _ Acquirement	Business
43	CM Specialist _ Inbound Call Communication	
44	CM Specialist _ Fraud Detection	
45	Inside Sales Specialist	
46	Multilingual Support Specialist	
47	Bilingual Translation Specialist	
48	Service Quality Improvement Specialist	
49	Delivery and Administrative Operations Specialist	
50	Sales office support specialists	
51	Temporary Staff Coordinator	
52	Quality specialists	
53	Operation Site Improvement Support Specialist	
54	Corporate Service Operation Support Specialist	
55	Service Quality Specialist	
56	QA (Quality Assurance) Specialist	
57	Foreign Staff Labor Management Specialist	
58	Team Manager of Staffs with Disability (Mentor)	

*CM : Communicator (Agent)