

List of Specialist Course

As of February 28, 2023

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

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No.	Job Title	Category
47	CM Specialist _ Performance	Business
48	CM Specialist _ Inbound Call	
49	CM Specialist _ Acquirement	
50	CM Specialist _ Inbound Call Communication	
51	Inside Sales Specialist	
52	Multilingual Support Specialist	
53	Service Quality Improvement Specialist	
54	Fraud Monitoring Specialist	
55	"Delivery and Administrative Operations Specialist	
56	Temporary Staff Coordinator	
57	Quality Improvement Specialist	
58	Service Quality Specialist	
59	QA (Quality Assurance) Specialist	
60	BCA* for multilingual Specialist	
61	Foreign Staff Labor Management Specialist	
62	Team Manager of Staffs with Disability (Mentor)	
63	Service Quality Management Specialist	

*CM : Communicator (Agent)

*BCA : Bell Communication Analysis (Our Original Service Quality Analysis)