

United Arab Emirates Jobs Expertini®

Analyst RPMC & MNMI United Arab Emirates Posted on 01/26/2024 Trending

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Company: DU UAE

Location: , , United Arab Emirates

Category: other-general

Key Accountabilities :

Identify demand, opportunities & gaps, forecast risks, and develop effective mitigation plans for compliance and RPMC based on business trends and demand patterns.

Drive RPMC enhancement for compliance with TDRA mandate, simplify processes and customer experience, and reduce rejection rate. This include raising system enhancement to increase the automation on RPMC processes with a goal of increasing efficiency and reducing cost.

Drive RPMC enhancement to TDRA reports automation, extraction and defining logics that meets TDRA demand and submission timeline.

Work with the relevant departments to plan, coordinate, execute and deliver demand and change requests.

Monitor compliance to the RPMC policy and ensure full compliance is met or is planned for.

Support, review and approve RPMC training and communication as part of MNMI and RPMC.

Follow-up with IT, Require Management & Launch Management for troubleshooting demand related issues within agreed SLAs.

Supporting customer experience with customer journeys and new enhancements from an RPMC and compliance standpoint

Initiate customer communication related to RPMC and align with customer experience and brand and communications teams.

Qualifications:

Bachelor of higher Degree in Business / Telecommunications or relevant discipline.

Experience

Minimum 7 years' in TELCOM Operations/ Big Data

Minimum 3 years' Analyst experience.

Advanced programming skills (SQL, Python, Power BI, Micro strategy).

Good understanding of Telecommunication services & Mobile products.

Good understanding of Telecommunication RRM policy.

Good understanding of different du systems (CRM/BSCS)

Skills

Excellent written and verbal communication skills

Self-Motivated in working the task at the given time.

Good understanding of du different enterprise mobile products

Good understanding of du processes and policies

Negotiation skills

Analytical skills

Time management

Project management skills

Solid organizational skills including attention to detail and multitasking skills.

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