

United Arab Emirates Jobs Expertini®

Associate – WFM

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Company: Pact

Location: Dubai

Category: other-general

Contract – 1 year

Salary – up to AED 7K

Experience – Minimum 2 years of experience either in WFM (Home country experience will also be considered)

Visa will be provided

Requirements:

Minimum 2+ years of experience either in WFM

Exposure to Banking domain

Hands on experience with any of the WFM tools (IEX, Verint Impact 360, Genesys WFM, Aspect eWFM)

Working knowledge Genesys WFM and iWD

Job Role:

Monitor Real-time dashboards and routing of work items in the back-office environment

Support Operation in meeting their business objectives in line with the vision of the organization

Work in collaboration with other BI teams to ensure accurate and timely delivery of tasks to business units

Proactively strive to continuously self-develop necessary knowledge & skills to perform the

job role

NOTE: Candidates meeting the criteria, may share their resume with subject "WFM".

#J-18808-Ljbffr

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