

Automation Analyst Jobs in Dubai | Uber Careers

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Company: Uber

Location: , Dubai, United Arab Emirates

Category: business-and-financial-operations

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Description:

The engineering role demands great technical coding skills, design thinking, a high bar for quality, bold innovation, and a mentality of starting with the needs of our customers. You will be using best of breed technologies (including chatbots, AI/machine learning, NLP) and innovative design thinking to accomplish this at a scale that has never been done before in the industry.

Job Responsibilities:

Owning production scripts in Python and/or JavaScript

Building/coding core automations for common customer support issues and deliver an end-to-end contact resolution with the outstanding user-experience

Continuous improvement on existing automated flows performance and experience including deep diving / surfacing key struggles and insights, finding opportunities for policy automation, management of flows, rolling out improved products and features, adapting global solutions to the needs of the market

Continuous refactoring of code base to make it more forward-thinking, scalable and modular

Job Requirements:

+4 years experience in coding and data background

Expert knowledge of programming in Python

Familiarity with testing libraries and frameworks such as pytest, Tox

Experience of coding in production environments

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