

# United Arab Emirates Jobs Expertini®

## Complaints Officer - Customer Experience

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Company: Dicetek LLC

Location: dubai

Category: other-general

Communicate with customers to ensure their issues are handled and resolved timely. Follow-up with customers on online and offline channels to track their experience. monitoring Internal customer's activities, pain points collaboration for way to enhance and motivate. Identify service gaps based on data analysis and establish action plan! Work with staff, team management and other relevant stakeholders to resolve issues, manage complaint resolution and focus on root cause analysis to provide sustainable solutions. Ensure respond to customers on various segment channels to improve customer service Implementation of the listed initiatives with the support of relevant stakeholders Collect customer information and track the satisfaction with new products, features & service. Analyze data on customer preferences, needs and buying habits to make informed decision!

#J-18808-Ljbffr

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