Customer Experience (CX) Consultant | e& enterprise Cloud Dubai

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Company: e& enterprise Cloud

Location: Dubai

Category: management

Customer Experience (CX) Consultant | e& enterprise Cloud Dubai

At e& enterprise, we play a leading role in customer cloud transformation in the UAE. With our multi-cloud solutions, we enable our customers to get business results faster and mitigate risk by leveraging the right cloud platform and the right cloud services to run, manage and grow their business.

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Key Responsibilities:

Having in-depth knowledge of CX frameworks and ability to develop be-spoke CX value-props for customers

Ability to create E2E CX strategies for large enterprise/government customers by understanding their vision

Ability to build a deep understanding of a customer's end-user experience needs and guide them to a relevant solution by adopting a consultative approach

Experience in managing CX Journeys for large enterprise/government customers to enhance their business operations

Deliver E2E CX projects by taking complete ownership of the project from start to end

Creative problem solver with know how to get things done and ability to lead others to success

Navigate complex decision-making processes to identify and overcome objections

Delivering onsite presentations to prospect customers

Close complex deals involving multiple executive level stakeholders

Develop a strong understanding of key differentiators, internal/external systems, sales methodologies and processes.

Meet and exceed monthly sales KPI's (key performance indicators) and monthly/quarterly targets

Track and manage opportunities in CRM following standard internal sales process and cadence

Demonstrated experience managing complex sales cycles and negotiating win-win agreements based on value-based selling.

Ability to align and collaborate with cross-functional teams

Required Experience, Knowledge and Skills:

Minimum of 7+ years of experience in CX Projects and Strategies

Knowledge about CX foundations, journeys, strategies and frameworks

Demonstrated success in driving sales process and closing business

Ability to articulate complex technology concepts to a technical and non-technical audience

Hands-on industrial experience with large organizations

Proven track record of obtaining / exceeding sales/KPIs quota

Desired Skills:

Knowledge and understanding of CPaaS, CCaaS, A2P, and cloud API technologies

Cloud services; VoIP, A2P messaging, Generative AI,

Software-as-a-Service Applications (Cloud) experience and understanding

Soft Skills:

High technical aptitude and strong business acumen

Clear communicator with strong presentation skills.

Positive, proactive and solution-oriented attitude to everything you do.

Formal Education Required:

Master's Degree.We welcome and thank all applicants for their interest in joining e& enterprise cloud.

Regards,

e& enterprise cloud- Recruitment.

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