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Customer Experience Executive Jobs | Al Tayer Group Careers

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Company: Al Tayer Group

Location: dubai

Category: other-general

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Job ResponsibilitiesLeverage and unify multiple customers listening posts (surveys, customer verbatim, focus groups, social media, etc.) to create a more reliable and sensitive customer feedback signal.

Collaborate with the wider organization to build a CX strategy around a single customer-focused metric (NPS, CSAT, or/and Customer Effort Score – CES).

Partner with Data Science and Analytics teams to build a CX issue-to-solution reactive and predictive model.

Create specific recommendations and action plans to drive product, people, and process improvement strategy across every customer touchpoint.

Work with cross-functional partners to identify and implement optimal solutions in the areas identified.**Job Requirements**Graduates Degree, preferably in Business Administration, Mathematics & Statistics, Business Administration, Engineering, or related field with a strong emphasis on data.

Customer Experience (CX) related Certification (eg CCXP) Years of Experience.

Minimum 5-7 years' experience in CX/VOC program management.

Experience to work/build relationships with cross-functional teams with ease, delivering

impact consistently through seamless communication, influencing teams towards achieving goals.#J-18808-Ljbffr

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