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Customer Experience Executive Jobs In Dubai UAE 2023 | The Pearl Gates

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Description:

The Senior Customer Experience Executive serves as the voice and champion of the customer, driving end-to-end customer experience improvement across all levels: /

Job Responsibilities

Leverage 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).

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.

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