

## Director Customer Value Management Jobs in Dubai

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Category: other-general

1- Director Customer Value Management

Job: Full Time

Location: Dubai, UAE

Description:

The purpose of this role is to lead the CVM transformation in alignment with commercial strategy and segments; covering strategy, platform, systems, processes, structure, people and capabilities. As a result of this transformation, du will be owning state-of-art CVM capabilities that would generate significant financial and customer experience benefits.

Job Requirements:

CVM strategies should cover different practice areas including base value management, cross sell/upsell, retention & Churn management, customer lifecycle management and loyalty.

CVM capabilities including analytics, insights, reporting, systems and processes.

Develops the CVM team capabilities, organization and governance.

Adapt the existing Segment engagement strategies to align with the new CVM approach

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