

# United Arab Emirates Jobs Expertini®

## IT Business Analyst

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Company: Dicetek LLC

Location: dubai

Category: other-general

Support in the implementation of CRM solutions tailored to optimize automotive sales and after-sales processes, resulting in streamlined operations. The candidate should have thorough knowledge on below CRM capabilities. Lead and Opportunity Management 360-Degree Customer Information Case management Customer Survey Integration with Dynamics 365 for full sales and after sales process Integration with Social Media platforms to capture leads Integration with Contact Centre Solutions (Genesys CX2) Leverage strong project management skills to oversee end-to-end project lifecycles, from requirement gathering to implementation, delivering solutions (Projects/ SCR's) on time and within budget constraints. Led cross-functional teams in the successful execution of digital initiatives aimed at enhancing customer engagement and boosting sales performance within the

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