

Senior Analyst – CX and Research Jobs in Dubai | Majid Al Futtaim Jobs

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Company: Majid Al Futtaim

Location: Dubai

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Description:

Senior Analyst – CX & Research is responsible for all CX analytical requirements, managing execution of CX initiatives (customer research and market led improvements)

Job Responsibilities:

Develop in-depth analytical understanding for what drives growth for MAF Retail across markets

Analyze disparate customer feedback sources (i.e. NPS, social media, call/case volumes, product feedback) to present comprehensive views of CX

Prepare and deliver visualizations and internal presentations that translate analytic insights into tangible, actionable solutions for business partners to implement

Prepare monthly reports on key KPIs and status of CX initiatives and share with CX leadership and BU's and Majid Al Futtaim's management team

Job Requirements:

Bachelor's degree or higher, preferably in business studies, marketing or a communications discipline

3 – 5 years of experience in CX related roles

Knowledge and understanding of customer experience metrics and measurement methodologies

Excellent problem-solving skills with ability to dis-aggregate issues, identify root causes and recommend solutions

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