

Senior Customer Experience Executive Jobs in Dubai

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Company: Al Tayer Group

Location: Dubai

Category: other-general

Senior Customer Experience Executive Jobs in Dubai

1- Senior Customer Experience Executive

Job: Full Time

Location: Dubai, UAE

Job Responsibilities:

Lead a CX program in pursuit of advocating, evangelizing, and leveraging insights to improve our customers' journey and overall experience.

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).

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

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)

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

Strategic thinker with analytical and problem-solving experience to assess, analyze and suggest improvements.

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