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Description:

Customer Experience Uncover potential CX opportunities and existing customer frictions that have impactful business outcomes using existing customer feedback, research, and other service design methodologies: /

Job Responsibilities:

Co-create with the different key stakeholders to generate operational and technological solutions that advance CX and improve business outcomes.

Conduct market and customer research when and if needed.

Develop short and long-term strategic action plans to implement co-created solutions.

Coordinate with the different stakeholders to measure customer experience performance.

Job Requirements:

Strong communication skills

3- 5 years experience in CX functions

Understanding and basic practice of service design principles

Enjoys the challenge of interacting with a wide range of customers

The candidate must be a proactive problem solver and must be able to foresee a problem and manage to formulate proactive control measures to avoid the problems from recurrence.

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