

# United Arab Emirates Jobs Expertini®

## Voice of Customer Analyst Jobs in Dubai | Al Futtaim Careers

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Company: Al Futtaim

Location: dubai

Category: other-general

Voice of Customer Analyst Jobs in Dubai | Al Futtaim CareersJob

Responsibilities:Collaborating with Brands, CX Platform support teams, IT team & other cross-functional teams to enhance customer services

Present key findings by analyzing data and report to line manager

Analyse and understand correlations between NPS and other business KPI's

Tracking customer experiences across online and offline channels, devices, and touchpoints

Proactively work with stakeholders to understand their strategies & research needs

Work with line manager to manage the executional requirements end to end for delivery roll outs, review on business cases on new roll outs across Al-Futtaim Retail

Provide training and feedback to business stakeholders when required

Conduct root – cause analysis of interaction data, identify trends/patterns or correlations.Job

Requirements:3+ Years of experience in Customer Experience, Market Research, Project Management, or a related field

Knowledge of Customer Experience principles, CX metrics, CX related analysis

Good analytical skills, creative problem solver, excellent communicator

Flexible and able to adjust to changing priorities or requirements in a fast-paced environment#J-18808-Ljbffr

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