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Voice of the Customer Analyst | AI Futtaim Digital Retail Careers

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Company: AI Futtaim Digital Retail

Location: dubai

Category: other-general

Voice of the Customer Analyst | AI Futtaim Digital Retail CareersDescription:

The Voice of Customer Analyst would support AI-Futtaim VoC strategy, to ensure success in day-to-day work of providing support to AFG Retail brands. Prepare, analyse, and summarize various weekly, monthly, and periodic functional results for use by various key stakeholders, creating reports, specifications, instructions, and flowcharts.

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'sRequirements: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#J-18808-Ljbffr

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