l'm not a robot



Customer Experience Manager2022 - Present Led a team of 20 Customer Experiences for Xero customer satisfaction rates by 20%. Implemented new training program resulting in a 30% decrease in average resolution time for customer issues. • Developed and executed a customer feedback survey resulting in a 15% increase in overall customer satisfaction. • Implemented a performance management system resulting in a 10% improvement in team productivity. Customer satisfaction is not just a metric, it's a mindset. Demonstrated excellent communication skills, both written and verbal, resulting in effective collaboration with cross-functional teams and positive customer experiences and operational efficiency. Adapted quickly to changing multiple projects and high-pressure situations, resulting in successful outcomer satisfaction. Customer feedback analysis Having a great resume is an important first step to getting your dream job as a Customer Experience Manager. A resume is the most effective way to communicate your experience and qualifications to potential employers. That's why it is essential to make sure your resume is well-crafted and tailored to the job you're applying for. In this guide, we provide tips and examples to help you write a standout Customer Experience Manager resume that will get you noticed. We'll also cover the key skills and qualifications employers are looking for when they evaluate Customer Experience Manager resumes. With these tips, you can be sure to create an effective and professional resume that will get you one step closer to landing your dream job. If you didn't find what you were looking for, be sure to check out our complete library of resume examples. Start building your dream career today! Create your professional resume in just 5 minutes with our easy-to-use resume builder! Highly motivated Customer Experience Manager with 10+ years of experience in shaping and optimizing customer service operations. Proven track record of providing exceptional customer experiences and creating market-leading customer service practices. Skilled in customer journey mapping, customer service training, customer segmentation, customer segmentation, customer research, design thinking and customer advocacy. Core Skills: Customer Journey Mapping Customer Service Training Customer Feedback Analysis Customer Service Project Management Customer Research Design Thinking Customer Research Design Thinking Customer Service Project Management Customer Service Project Management Customer Research Design Thinking Customer Resear customer satisfaction by 15%. Developed and revised customer feedback to identify customer retention rate. Analyzed customer retention rate and surveys to understand customer needs and preferences. Developed customer service staff on cu of Science in Business Administration, ABC University, 2010 Create My Resume Build a professional resume in just minutes for free. Highly motivated and customer- focused professional resume in just minutes for free. Experience Manager. Skills Exceptional communication and interpersonal skills Strong customer service and problem- solving abilities Ability to remain calm in high- pressure situations Skilled in multitasking, organization and time management Proficient in Microsoft Office Suite Responding to customer inquiries in a timely and professional manner Troubleshooting customer issues with patience and understanding Developing and maintaining positive customer relationships Resolving customer needs and providing suitable solutions Gaining customer relationships Resolving customer relationships Resolving customer relationships Resolving customer relationships Resolving customer needs and providing suitable solutions Gaining customer relationships Resolving Dynamic and passionate Customer Experience Manager with 2 years of experience driving customer retention and satisfaction. Proven track record of optimizing customer retention and satisfaction. resolve customer issues and improve customer Relationship Management Data Analysis Customer Retention Strategic Planning Service Recovery Quality Assurance Customer Care Skills: Complaint Resolution Process Improvement Team Leadership Responsibilities: Developed a customer service metrics, providing coaching and guidance to team members to ensure that customer service standards are met. Worked closely with team members to ensure customer inquiries are addressed in a timely and efficient manner. Created and implemented customer loyalty programs to increase customer inquiries are addressed in a professional and efficient manner. Maintained up- to- date records of customer inquiries and complaints and monitored customer feedback to identify areas of improvement. Conducted regular customer service team performance reviews and provided feedback to ensure customer service goals are met. A highly motivated and professional Customer Experience Manager with 5 years of experience in the hospitality and customer service industry. Experienced in working with a broad range of customer service industry. environment. Core Skills: Strong customer service orientation Excellent communication and interpersonal skills Problem- solving and conflict resolution skills Organizational and time management skills Ability to prioritize tasks Proficient in customer databases and CRM systems Responsibilities: Develop and implement customer service policies and procedures Develop and manage customer service KPIs Monitor customer service performance and customer satisfaction metrics Liaise with other departments are met Identify customer service trends and areas for improvement Manage customer inquiries and complaints Maintain customer databases and other customer records Provide training and guidance to customer service staff A highly motivated and results- driven Customer relations management strategies and initiatives that increase customer service staff A highly motivated and resultsservice, delivering innovative solutions, and problem- solving challenging customer inquiries. Proven ability to develop and maintain strong customer relationships, as well as in- depth knowledge of customer experience best practices. Well- versed in developing customer feedback surveys, creating customer service databases and in leading customer service teams. Core Skills: Excellent customer service and communication skills Proficient in customer experience best practices Ability to develop and multitasking capabilities In- depth knowledge of customer service surveys and databases High degree of accuracy and attention to detail Ability to work independently and within teams Knowledge of MS Office, CRM software, and customer service systems Responsibilities: Develop customer experience best practices and strategies Handle customer satisfaction is at the highest level Monitor customer service performance and develop improvement plans Develop and maintain customer service activities and ensure customer service activities and ensure customer service being and guidance Manage customer service being and guidance Manage customer service activities and ensure customer service being and guidance Manage customer service being and guidance bein management Resolve customer service issues in a timely and efficient manner. A dynamic customer service- related issues and driving customer service- relate customers remain satisfied with the products and services. An expert communicator with ability to express ideas clearly and logically through verbal, written and non- verbal means. Core Skills: Problem- solving Customer- centricity Communication Organizational Interpersonal Negotiation Data Analysis Process Improvement Resource Management Quality Control Responsibilities: Developed and implemented customer service policies to ensure customer service related data and trends to assess customer service related data and trends to assess customer service related data and trends to assess customer service strategies and action plans to support customer experience initiatives. Monitored customer service performance and identified areas for improvement. Maintained accurate records of customer service requirements. Developed customer service programs for customer loyalty and retention. Trained customer service staff to ensure service excellence. Managed customer service, customer relations, and customer service, customer service departments into high- performance teams that deliver superior customer experience. Possesses a vast understanding of customer service strategies and driving successful implementation of customer relationservice strategies and driving successful implementation of customer relationservice strategies and driving successful implementation of customer service strategies and driving successful implementation service strategies and driving successful implementation of customer service strategies and driving successful implementation service strategies and driving successful implementation service strategies and driving s Customer journey mapping Customer feedback management Service strategy development Customer issue resolution Responsibilities: Developed customer service strategies to ensure customer setisfaction and loyalty. Analyzed customer feedback and implemented customer journey mapping to identify and address customer service systems to increase customer service systems Performed customer research to identify customer needs and provided necessary assistance to customers. Developed and implemented customer service policies and procedures. Established and maintained relationships with customers to ensure customer satisfaction. In addition to this, be sure to check out our resume templates, resume formats, cover letter examples, job description, and career advice pages for more helpful tips and advice. Your resume is the first impression employers have of you and your qualifications. As a Customer Experience Manager, it is important to showcase your skills and experience to potential employers. Here are some tips for what to include on your resume off with a brief summary of your experience as a Customer Experience Manager. Include a few words about your qualifications and your commitment to customer service excellence. Education: List all degrees and certifications related to the job. Make sure to include the school or institution you obtained them from. Professional experiences: List any past or current positions you have held related to customer experience. Include any successes you have had in this area and any awards or recognition you have earned. Relevant skills: List relevant technical and communication skills that would be beneficial to a Customer Experience, technical experience, technical experience, technical experience and people management. any additional qualifications such as foreign language proficiency or a certification in customer service, include these in your resume. Achievements: If you have had any successes in customer experience, and talent. With the right resume, you can make a great first impression and land the job you want. A Customer Experience Manager resume should provide a concise summary of a candidate's qualifications, experience, and accomplishments in customer service, relationship management, and customer service a concise summary of a candidate's qualifications, experience Manager's technical acumen and problem-solving abilities, as well as a record of successes in creating and sustaining customer experience best practices, as well as their proficiency in relevant technologies and software. Additionally, it should identify any the summary should effectively demonstrate how the candidate's skills and experience can be used to improve the customer experience of a prospective employer. A customer experience role in any organization. They are responsible for ensuring that customer should have a clear understanding of customer needs, be highly organized and have excellent communication skills. When writing a resume for a customer experience manager role, it is important to set an objective that reflects your qualifications, experience and skills. The objective should reflect why you are the right person for the job and what value you can bring to the organization. Here is an example of a good objective for a customer experience manager resume: To utilize my strong organizational and communication skills to develop and implement innovative customer experience strategies that will enhance customer experience manager resume include: To provide excellent customer service and build customer loyalty through a focus on customer experience strategies To use my interpersonal skills to create a superior customer experience To leverage my problem-solving and analytical skills to develop customer experience initiatives To utilize my excellent communication skills to effectively resolve customer complaints and inquiries. When applying for a Customer Experience on your resume to demonstrate your fit for the role. Your resume to demonstrate your fit for the role. customer experience. When considering what skills to list on your resume, it is important to think about the duties of a Customer Experience Manager and the qualities that you might consider listing on your resume if you are applying for a Customer Experience Manager role: Strategic Thinking: A Customer Experience Manager should be able to think strategically to develop customer experience Manager should have strong customer experience initiatives that will optimize the customer experience initiatives that will optimize the customer experience Manager should be able to think strategically to develop customer experience Manager should have strong customer experience initiatives that will optimize the cu Analytical Skills: Being able to analyze customer feedback and data to identify areas for improvement is a key skill for a Customer Skills and in writing, is a key skill in order to ensure customer satisfaction. Project Management: Being able to effectively manage customer experience projects, from start to finish, is an important skill for a Customer Experience Manager. By highlighting these skills on your resume, you can demonstrate your qualifications for a Customer Experience Manager. you play a pivotal role in customer success, satisfaction, and retention. To showcase your skills and experience, you need to include the right keywords on your resume for a Customer Experience Manager role, you should emphasize the following skills: Customer Service: You should have a strong understanding of customer service principles and techniques. Highlight any experience you have in providing superior customer service and how you turn customer service and how you turn customer service and listening. effectively. Problem Solving: Showcase your ability to resolve customer problems. Demonstrate your skills in creating innovative solutions and your ability to resolve customer feedback and trends. List any experience you have in using data and metrics to improve customer service processes. Teamwork: Showcase your experience in collaborating with teams and leading meetings. Detail how you work with cross-functional teams to meet customer service goals. Leadership: Mention any experience in collaborating with teams and leading meetings. Detail how you work with cross-functional teams to meet customer service goals. you achieved while leading customer service initiatives. With these skills, you will be well-prepared for a role as a Customer Experience Manager. Following these tips will help you stand out from the competition and get the job you want. As a Customer Experience Manager, you know the importance of creating an outstanding customer experience. When it comes to crafting the perfect resume, you need to make sure that you focus on your key competencies and accomplishments within the customer experience field. To help you compose an effective resume, here are some key takeaways for Customer Experience field. you detail the key skills you possess for the role of a Customer Experience Management, and problem-solving. Make sure to highlight your strengths in each of these areas and explain how you have used them to make an impact within the company. Detail Your Achievements: When it comes to a Customer Experience Manager role, employers want to know about your track record in the field. Showcase any accomplishments or awards you have achieved, such as improved customer satisfaction or successful complaint resolution efforts. By highlighting these successes, you demonstrate your value as a potential hire. Showcase Your Experience: Finally, you want to make sure to include your experience in the customer experience field. In addition to listing your job titles, make sure to explain the scope of each of your roles and how they have prepared you for the job you're applying for. By following these tips, you can craft a resume that will help you stand out from the competition and land the Customer Experience Manager role of your dreams. As the face of the organization, the customer service professional, you must have a wide-ranging skillset—patience, empathy, critical thinking, and detailed knowledge of your company's products or services. With such a tall order, you shouldn't also have to be an expert at building a resume builder to send an application that aligns with your career history. We've analyzed countless resumes and chosen the 34 best customer service resume samples to help you land your next job in 2025. Furthermore, we'll share our recommendations and advice so you can put your best foot forward on your resume; before you know it, you'll also be ready to tackle your customer service cover letter!or download as PDFEven if you have a lot of information on your resume, it shouldn't feel overwhelming or hard to read. Your goal with your customer service representative resume is to quickly make the case to the hiring manager that they'd be a fool not to invite you for an interview. The best way to do this is by making your points concise and highly relevant to the job to which you're applying. If you include a resume summary, tailor it to the business to which you apply. As a rule of thumb, the more you customize and fine-tune your resume for each job application, the more likely you are to get an interview. or download as PDFAs a customer service representative, you'll be talking to a lot of people face-to-face daily—so your soft skills are super important! The best way to demonstrate how good your interpersonal skills are is to showcase how you've used them to thrive at work. So, instead of simply adding 'Sales' as a skill in your customer service representative resume, use an example of where and how you used said skillset. Try, "Boosted high-end electronic sales by 34% through deep product knowledge and personalized demonstrations."View more customer service representative resumes > or download as PDFWhile your customer service skills, there's power in the numbers, too! A results-focused recruiter will want to see specific quantifiable achievements in your work history. Challenge yourself to prove your impact with metrics. For example, how much time did you save in labor hours? How much did you save in labor hours? How much did you increase profits for the company? Provide any details that show how quickly you could boost numbers at the next business that's smart enough to hire you. Striking a good balance between hard and soft skills is tricky, but doable—the skills section on your resume can emphasize the soft skills that made those impressive numbers happen in the first place. View more customer success manager resumes > or download as PDFEmbellish your customer success manager resume can emphasize the soft skills that made those impressive numbers happen in the first place. View more customer success manager resumes > or download as PDFEmbellish your customer success manager resume with a thoughtfully-written career objective. Don't worry though! You can easily tailor it by mentioning the specific job title you're seeking, the company's name, and any position-specific skills you've learned. If these kinds of details paralyze you, take a breath; now, make a resume with one of our free resume templates or Google Docs interactive resumes that already have sections laid out for your objective. Though including a resume objective is optional, we recommend one if you've had a career change, are entry-level, or simply need to effectively fill a little space on your resume. If you choose to add it, make sure it's unique and personalized for every application you submit. That's right. Every single one.View more customer service manager resumes>0 download as PDFDid you know that, on average, hiring managers spend six seconds or less reviewing a resume to decide if it warrants a closer look? To get their attention, use a professional resume template that's really important, you can show a recruiter what they need to see to form a positive opinion of you. View more remote customer service resumes > or download as PDFHave a habit of helping out people at every job you take on? Then this one's right up your alley! Make your customer service call center resume irresistible by highlighting how you've assisted customers throughout your career. It's fine even if you mention them in other unrelated job roles. Just ensure that you clearly state how your assistance helped customers in a particular scenario. If you run out of room in your resume, remember that a cover letter generator can help you expound quickly on the details you care about sharing.or download as PDFThe most convincing way to show you're interview-worthy is with a well-written resume that quantifies your impact as a customer service is typically a metric-heavy role. From sales to customer service is typically a metric-heavy role. scores, how many customers you helped, and sales targets you exceeded.Metrics draw the eye of the resume reader and increases your likelihood of getting an interview. Since a hiring manager will, on average, spend six seconds reviewing your resume, hooking their attention quickly is key. View more customer service specialist resumes>or download as PDFAside from your work experience, certifications can play a massive role in positively portraying your skillset to a recruiter. Let's say you have a Certification contraving your skillset to a recruiter. Let's say you have a Certification contraving your skillset to a recruiter. Let's say you have a Certification contraving your skillset to a recruiter. Let's say you have a Certification contraving your skillset to a recruiter. Let's say you have a Certification contraving your skillset to a recruiter. Let's say you have a Certification contraving your skillset to a recruiter. Let's say you have a Certification contraving your skillset to a recruiter. Let's say you have a Certification contraving your skillset to a recruiter. Let's say you have a Certification contraving your skillset to a recruiter. Let's say you have a Certification contraving your skillset to a recruiter. Let's say you have a Certification contraving your skillset to a recruiter. Let's say you have a Certification contraving your skillset to a recruiter. Let's say you have a Certification contraving your skillset to a recruiter. Let's say you have a Certification contraving your skillset to a recruiter. 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Let's say you have a Certification contraving your skillset to a recruiter. immediately lets a potential employer know you're well-equipped and ready to provide exceptional customer service.or download as PDFSomething very impressive on a customer service associate resume is when you've gone the extra mile to be certified. Definitely include any licenses or certifications you have in a dedicated "Certifications section. Our user-friendly resume templates and Google Docs resume templates allow you to quickly add a section just for certificates and licenses. When possible, try to quantify achievements in your previous customer service roles, like improvements in customer service roles. assisted each day. For example, "Handled an average of 40+ customer complaints per day with a 93% customer satisfaction rate." View more customer service representative resume is going to take some extensive past work experience. That means generating bullet points for the most recent and relevant customer roles you've worked. Take David's points for example. See how they use multiple skills in their points to show prospective employers that they're well aware of what's trending in the healthcare service industry.or download as PDFEven though it's your interpersonal skills that will have to shine the most as a customer service supervisor, being tech-savvy and having experience with relevant tools can go a long way in boosting your chances of getting hired. If you know your way around a specific CRM or management software, don't miss the opportunity to add it to your customer service supervisor resume and show an employer you're a well-rounded candidate. View more customer service supervisor resumes > or download as PDFEvery insurance company will be looking for a dedicated professional with a proven track record in claims adjustment, sales, and processing. Therefore, craft your insurance customer service resume to present yourself as the perfect fit for the role by highlighting extensive experience as a claims processor. Remember that expertise in communication efficiency, accurate responses align well with the requirements of the role since you will be handling customers.or download as PDFFocus on making your customer service agent resume friendly and approachable, while still demonstrating to the hiring team that you're professional and refined. As long as you're not distracting from the content of your resume has to be boring? Your resume should focus on important skills. Look through the job posting and see if you can find skills that are especially relevant to the customer service job you're applying to. In general, we recommend including six to ten strengths in your skills section. Focus on adding hard skills, like Zendesk, Salesforce, and Microsoft Word. View more customer service agent resumes>or download as PDFWondering how to craft a career-transforming customer care resume that seriously wows prospective employers? How about zeroing in on tangible outcomes to back up your skills? Think along the lines of "Spearheaded the integration of Freshdesk to streamline client communications, reducing response time by 37%" and "Negotiated service agreements with high-value clients, bringing in \$576,987 in new business". These should be your highlights—front and center of your resume's work experience section. After all, wouldn't you notice a candidate with figures to prove they're a mover and shaker?or download as PDFSenior customer success manager positions are pretty hot tickets, so you best believe you're up against a horde of go-getters fighting for the title. However, with a tailored senior customer success manager resume that cuts above the rest, you could be the one breaking the tape at the finish line, even if it catches you off-guard. Here's the inside scoop: dig into the job ad to get a grasp of what hiring managers are after, whether killer communications skills, a track record of success in customer handling, or knowing your way around the latest industry software (think Salesforce, Slack, and Zendesk). Then, spotlight these proficiencies in your showpiece. See? A piece of cake!or download as PDFDon't disregard your personal hobbies when applying for a job. Some hobbies, though they might seem irrelevant to you at first glance, can bolster your credibility as a well-rounded candidate.Let's take the poetry writing, portrait sketching, and vector illustration mentioned in this customer service sales resume. design, and paying attention to detail—all of which will come in handy in your professional role. View more customer service sales resumes>or download as PDFIf you're dying to have a one-on-one with the hiring manager, then, you must illustrate what you can do for them. One of the slickest ways to do that is by quantifying outcomes in your experienced customer service resume. Phrases like "Managed operations for 18 agents using Zendesk, reducing ticket resolution time by four hours on average, and "Optimized LiveChat use, driving a 36% increase in customer interactions and \$12,680 in incremental sales" are it.or download as PDFYou don't always need a degree in business to succeed in customer service. Other educational milestones such as a bachelor's in computer science work just as fine. Remember, that this field usually only requires a high school diploma so no matter what qualification you have, add it in. Leaving the education sector of your customer experience resume blank will only worsen your chances of getting hired.or download as PDFDid you know your customer service coordinator resume can be both stylish and professional? That's right. Your resume doesn't need to look computer-generated to command respect. In fact, using a sprinkle of color can demonstrate your confidence and individuality, making you an even more appealing candidate. Scroll through some recruiter-approved resume examples to get a feel for what might work for your individual style. A word of caution: While more companies are valuing the individuality and flair of applicants, there are times when toned-down colors (like deep navy, slate gray, or hunter green) may be more appropriate. This can be especially true if you're applying to a larger corporate business. Determine what's best by investigating the customer service job description's work culture. View more customer service job description's work culture. really. You could dig your grave by adding a photo of yourself in your fast food customer service resume. Unknown to most applicants, hiring bias is not a myth. Recruiters sometimes unknowingly judge a candidate based on their looks instead of just zeroing in on their mad skills. Why not play it safe and keep visuals, such as your image, out of your piece, like Callan does? That way, you focus squarely on what matters: your abilities and achievements in customer service.or download as PDFSteer away from a dull resume template and instead pick an option with a harmonized color and font diversity. You are encouraged to distinguish your header with a color different from the rest of your airlined pick and pic customer service resume. In the same line, use larger fonts to draw the hiring manager's attention to different essential parts of your resume. For example, role titles should be in uppercase.or download as PDFWhen you're hell-bent on convincing the hiring manager you're the best medical customer service representative in town, an attractive template goes a long way to make your resume pop right off the page from the get-go. Color enhancements look good on a medical customer service representative in town, an attractive template goes a long way to make your resume pop right off the page from the get-go. Color enhancements look good on a medical customer service representative in town, an attractive template goes a long way to make your resume pop right off the page from the get-go. Color enhancements look good on a medical customer service representative in town, an attractive template goes a long way to make your resume header, the university you attended, and former places of work. A heads-up, though: stick with a consistent color palette—after all, you want it to scream professionalism, not an art project gone wild.or download as PDFFor your client relationships and delivering exceptional service. Proficiency in utilizing a diverse range of tools and technologies, including Tableau for data driven decisions and Slack for streamlined team communications, is key to give you an edge over your peers. And if you may, add your metrics on improving customer satisfaction to further prove your potential.or download as PDFSkills mastered from junior levels in hospitality or the customer service lead role. For example, from the frontline experience as a customer service lead role. For example, from the frontline experience as a customer service lead role. support specialist position might have refined your problem-solving skills and technical knowledge, essential for resolving issues beyond the first line of support. A moment or two when your leadership stance shone brightly is a welcome addition to your customer service lead resume.or download as PDFIn the twenty-first century, most hiring managers aren't too straight-laced and are relieved to see you showcase your personality on your customer service advisor resume. Spice things up a bit and try adding some color!Now, that doesn't mean you need to bring the entire color wheel to your resume. section titles. You can start from scratch to find a visually-appealing color, or use a resume template if you're not artistically inclined. Take your resume personalization to the next step by adding a career summary section if you're a total pro in the field with more than a decade of experience. Use this section for some humble bragging and tell hiring managers about your biggest accomplishments over the course of your career. Because if there's any good time to brag, it's on your resume, right?View more customer service advisor resumes about your clients; showcase your flair by formatting your resume properly. Choose two tastefully contrasting fonts: one for your section headers, and one for your section headers, and one for your resume to give it a clean, easy-on-the-eye, professional feel. We suggest bold (but not garish) colors in the header and titles to draw attention. Is your resume looking anemic? No worries! Say goodbye to excess white space by adding some relevant projects you've worked on. Just make sure they relate to the customer service resumes>or download as PDFWhen you're writing your customer service consultant resume, you may be fretting over relevant work history. Since you probably have plenty of experience, you may want to consider including a resume summary, which can give a valuable overview of your lengthy (10+ years for a summary) career. View more customer service consultant resumes>or download as PDFHiring managers get way more job applicants than they can possibly sort through. To overcome this, they'll spend only six seconds reviewing most resume? It's surprisingly easy! Using hard numbers throughout your resume makes hiring managers slow down and read more carefully, plus using metrics supercharges your resume.But, please ensure you can relate them to the job. If you're including a super interesting hobby, a hiring manager is almost certainly going to ask you all about it. You better 1.) actually do that hobby, and 2.) be able to relate that hobby to relevant customer service technician resumes > or download as PDFOne way to really make your customer service bank resume shine is to add any past instances of working with a well-known company such as AT&T.Even if it's only a short stint, mention how you went beyond resolving technical issues at a desk by adding your ability to make personalized follow-ups, maintain high-data accuracy rates, and implement any customer feedback provided.or download as PDF"Aah, this one can help us bring home the bubble, but the only a short stint, mention how you went beyond resolving technical issues at a desk by adding your ability to make personalized follow-ups, maintain high-data accuracy rates, and implement any customer feedback provided.or download as PDF"Aah, this one can help us bring home the bubble, but the only a short stint went and the bubble of the bu thing that will make the potential employer utter these words is laying out your impact in past positions. Sprucing up your customer service officer resume with some numbers is a no-brainer! It's like falling off a log; all you need to do is sprinkle in statements like "Capitalized on Salesforce CRM tools to track customer interactions and sales data improving customer satisfaction scores to 4.4 out of 5." or download as PDFAs you craft your bilingual customer support resume, keep in mind the hundreds of metrics you can mention the number of customers you helped per shift, the number of performance-based awards you earned, and the percentage of bilingual clients who specifically returned to you for assistance. Using six to ten specific resume skills in your skills section with relevant keywords you've taken the time to mine from the job description.Just be sure the keywords you glean from the job description truly match the skills you possess! Better to be a master of a few talents than have a surface knowledge of many.View more bilingual customer support resumes>or download as PDFDesign your customer service success specialist resume to highlight your evolving expertise in customer relations. Hiring managers in the customer service field often have less than a minute to review your resume, so it's important that you place the most relevant information where they'll see it! Emphasize growth in your career by ordering your work experience in a reversechronological resume format, meaning that your most recent experience will be listed at the top of the page. If you want to bring your resume game to the next level, we suggest including quantified metrics (numbers). Why?Including numbers in your work experience bullet points shows the employer that your job! Ultimately, they're great at your job! Ultimately, they 're great at your job! Ultimately, they 're great at your your work experience will be listed at the top of the page. looking for specialists who can perform the job well, and numbers prove that you can. or download as PDFWhenever you've got something impressive in your resume! The structure of your retail customer service resume can either help or hurt the flow of the employer's reading experience and affect whether or not you get that interview.We suggest you experiment with an array of resume templates and go for the one that zooms in on your greatest selling points. If you've had plenty of experience working in a retail environment, then go for bulleted list items that allow you to modestly brag a bit about the grand scale of your contributions and successes. Sprinkle in impressive numerical metrics such as team headcounts, sales targets met, and payment processing accuracy percentages whenever possible. Customer service resumes have gone beyond a simple list of experiences and education that prove your worth. Now, they're as varied as the candidates themselves. Before writing a resignation letter and applying for your next job, check out BeamJobs' list of recommendations to make your resume sound professional, look neat, and prove without a doubt that you're the best candidate. We'll cover: Customer service skillsFormatting your customer service skillsFormatting your resume sound professional, look neat, and prove without a doubt that you're the best candidate. resume for each jobThe skills section of a resume might be short, but it packs a punch. This is where you sell what you're capable of and what you can do. This section is especially important for ATS to keep you in the running, so it's crucial to pay attention to what skills you possess. You should list both hard skills (like Microsoft Office Suite, HubSpot, or HelpDesk) and soft skills (like organization, problem-solving, and interpersonal communication). The best place to find applicable skills would be the job description itself—see what's required for the tasks listed, and then use those tasks to steer you in the right direction. Answer telephone calls and emails promptly in Spanish and EnglishMaintain and extend client base through positive customer interactionExcellent verbal and written skills in both Spanish and EnglishStrong organizational and analytical skills Flexible—must be able to work independently AND with a team dailyBased on the job description, it's clear this company values a bilingual, organized individual who is an effective communicator. These skills (as long as they accurately define you) should serve as the foundation of your skills section. And a word to the wise—don't apply for a job if you can't honestly say you own the skill set required. Bilingual (Spanish and English)Organized Strong verbal and written communication Proven customer success Empathetic Methodical and thorough documentation CRM (HubSpot)Not every customer service job description will look like the one above, so your skills section should reflect the role for which you're applying. Data analysis Metrics-driven Customer service reportingSelf-motivatedSocial mediaCreative problemsolverLeaderInquisitiveSalesWhen you open the pages of a book, what's more inviting: dense blocks of text with little color or short paragraphs with headings, indents, and plenty of white space? The latter is easier to read and, thus, more inviting. Your customer service resume needs to follow the same principle since it's your first impression. Make the recruiter's job as easy as possible by being neat, easy to read, and understandable. There are multiple ways to achieve this, but one of the easiest is to put things in reverse-chronological format. This helps recruiters know immediately where you're coming from. (For example, if you recently worked as a customer service representative, you'll have a shorter adjustment period. And even if you were a customer service rep a few years ago, the reverse-chronological order will help recruiters quickly assess your qualifications.)Add bullet points rely on keywords, essential for making your resume ATS-friendly. The condensed structure and repetitive points also relieve eye strain when reading.List the job you're seekingPlace the customer service title beneath your name to make it easier for the recruiter to keep that specific job in mind as they scan your resume. This is especially crucial when a company is hiring for multiple positions.Limit your resume to a single pageThe average time a recruiter spends looking at a resume is six to seven seconds, which means you should only include necessities. Anything else that's relevant can be brought up in the job interview. Decide if you need an objective/summarySome companies see them as antiquated, but others like knowing exactly what you're aiming for. Scan resumes in the job field to see if others include them, and consider reaching out to current employees on LinkedIn for advice. Avoid icons and images Primarily, fancy icons or images may confuse the ATS. Beyond that, leaving them off your resume looks more professional; plus, it leaves room for more important things, like skills or awards. Objectives and summaries are a hot topic for resumes. It's up to you to decide if an objective or summary is needed for your customer service resume. Typically, objectives/summaries are a good idea if you're changing careers, you're an entry-level applicant, or if you want to customize them for each application. Otherwise, it would be best to leave space for other things. The difference between objectives and summaries rests in their purpose and your level of experience. Both are roughly two to three sentences, but an objective describes your interest and qualifications for the job while a summary highlights your past work. If you have limited experience, you could include a summary to describe your unique background. No matter if it's a summary or an objective, it should always be concise, informative, and personal; this is your chance to show your personality and skills before the interview, so make it count. When you write your objective, communicate your reason for applying and why you'd make a great candidate. Avoid making it generic, flat, or too casual: College graduate looking for work in the customer service industry to start a life-long career. I'm hardworking, great with people, and skilled with computers. Instead, your objective should be specific, detailed, and unique to both you and the job description. Try something that highlights your skills regardless of your experience level: For those who have 10+ years of experience, a summary is the best way to go. Poor summaries have limited and vague information: I'm a manager who is seeking further professional growth. I'm good at resolving conflicts, handling money, and writing reports; looking for a job that will give me experience and career options.Rather, a summary should be a highlight reel of your accomplishments and expertise. To further showcase your talent, add metrics here, too: This summary is tailored to the position and outlines the candidate's experience and skills while being personable and not too formal. By carefully crafting your objective or summary, you can rise above the competition in just two to three sentences. Leveraging metrics is all about avoiding generality and demonstrating success. Most job description bullets don't describe how successful, friendly, or efficient you were. However, saying, "Assisted 200+ customers weekly with technical questions with a 98% customer satisfaction rate," tells the recruiter the specifics of your talents and abilities. Writing metrics for every single bullet point isn't necessary, but including an estimate when you can is better than staying vague. Customer satisfaction (CSAT) score: The core aspect of customer service is keeping customers happy, so providing high CSAT scores based on your interaction with customers is bound to get recruiters noticing. Net promoter score: Just like the CSAT, this gives an insight into how happy customers are with the company. Employee retention rate: This statistic works well if you're in a management position with a tight-knit group. That means your leadership has a direct effect on how many customer service reps leave or stay. Resolution rate: By showing a percentage of solved cases, you demonstrate your effective problem-solving skills and care for the customer. Customer effort it took to get an issue resolved. Less effort means you're easier to work with and more effective, which is why a low CES score is useful to add to your resume. Customer/employee numbers: Providing the number of teammates, employees, or customers you've helped or served is a great way to show your capability in helping large volumes of people. Now that you know what kind of metrics to include, below are some examples of how you can use them in practice. If you have trouble calculating some of the aforementioned metrics, HelpCrunch or Kustomer have some helpful formulas. Assisted over 250 patrons with technological questions monthly with a consistent 86 CSAT score based on interactionsExtended the client base through positive, empathetic communication, resulting in a net promoter score of over 50Led a group of 20 employees through conflict resolution training, and updated onboarding processes that improved employee retention by 23% Just as every company is different, no customer service job applications? Tailoring your resume shows you have researched the job and helps corroborate your candidacy. Customize your objective/summaryMention the company hopes to accomplish. Check the "job details" section of the job description to see what the company hopes to achieve, whether it's boosting customer loyalty or increasing customer satisfaction. Customize your skillsMany customer service jobs require similar skills, but that doesn't mean your skills should stay stale. Check the job description is qualifications to scan for skill keywords to use. Keep it under 10 to avoid being excessive. Customize your job description says they're looking for someone who will "standardize quality customer service through positive customer interactions," mimic that wording on your resume ATS-friendly while highlighting your skills. No matter the customer service role you're seeking, there are many ways to write your resume so that it's relevant and unique to every application: While the job title might not be as unique as "customer success manager," that doesn't mean your resume should be generic. All of these are good ways to customize your job description points. Include a concise objective that mentions the company by name, and highlight why you're qualified for the job.Have you assisted large volumes of customers or boosted overall customer numbers? Have you increased efficiency or used specific software discussed in the job description? Customer service representatives work directly with customers, so showcase your ability to advocate for customers and solve targeted issues that yield big changes.Outcomes like increased sales or error reductions are great metrics to include.All customer service professionals must be personable, but representatives are one-on-one, which means it's key to demonstrate compassion and empathy. Highlight skills like empathy, friendliness, and negotiation in your skills section and job description bullets.Include your goals for your interactions with customers, like "established lasting relationships" to draw attention to your interpersonal skills.Customer service managers are leaders, so focus on highlighting your leadership ability through measurable achievements. Use verbs like "directed," "led," or "modeled" to demonstrate productive leadership.Include a summary to showcase the success of your career so far and what you can bring to your new job.Entry-level customer service resumeWhile you might not have job experience, draw on your past experience with clubs, internships, or volunteer efforts. Even if it doesn't feel relevant, look for transferable skills.For example, if you were a lab assistant, you had to be highly organized and a great problem-solver, which would work well in a customer service resume. Stress your ability to work well in a customer service focuses, extracurricular projects, or volunteer efforts where you interacted with people consistently. Retail customer service focuses and it is a customer service focuse specifically on sales, and it is a customer service focuse specifically on sales. comes with its own challenges. Stress your ability to be flexible, patient, and compassionate. Include past experience where you solved problems, troubleshot issues, or resolved disagreements. Anything relating to product management would be an excellent addition—think of past jobs that dealt with marketing or sales, especially if you can provide metrics like increased revenue or reaching sales targets. Customer success managers build strong relationships with customers and help them from start to finish. You'll want to highlight your relational abilities where you proactively and positively improved the customer's experience. Resilience and tenacity are two core elements of the customer success journey, so long-term projects and goals are solid additions to prove you're willing to spend the time to get something done right. to new customers and provide more tailored service. Include all languages in which you're fluent in the skills section. Also, make sure to highlight your customer service strategies or practices as this will show you actively make customer experiences better for everyone.CSCs are all about streamlining processes and systems, so your resume should be focused on overall improvement. Find ways to include metrics on improving efficiency and reducing errors.CSCs are also great advocates for both the customer's perspective and the company's, so keep your resume balanced between your advancements for the company and your success with customers. Resumes are your first impression, so it's important you make a good one. By taking the extra time to customize and adjust your customer service resume, you'll catch the eye of hiring managers. With your list of relevant skills professional formatting, specific job metrics, and customized additions, your resume is sure to stand out from the competition. Upload your resume to our resume builder, which allows you to create resumes from the ground up with helpful hints and tools from BeamJobs. If you've made it this far, it's safe to say you're well on your way to crushing your customer satisfaction by acting as a liaison across various departments, including sales, marketing, and support. Key responsibilities include analyzing customer feedback, troubleshooting issues, and improving service delivery processes. Essential skills encompass technical proficiency, operational insight, and advanced problem-solving abilities, all of which contribute significantly to the organization's objectives. A well-structured resume can effectively highlight these qualifications, showcasing the candidate's potential to drive positive customer experiences. Common Responsibilities Listed on Customer Experiences Specialist Resume Responding to customer feedback and satisfaction metrics to identify improvement areas. Collaborating with cross-functional teams to enhance service delivery and product offerings. Developing training materials and conducting training materials and conducting training materials and engagement. Resolving customer complaints and escalations with a focus on first-contact resolution. Monitoring industry trends to suggest improvements in customer interactions and maintaining detailed documentation of customer interactions and manage relationships. Conducting surveys and focus groups to gather insights on customer experiences. Reporting on customer experience metrics to inform strategic decisions. High-Level Resume Tips for Customer Experience Specialist Professionals. This document serves as the first impression a candidate makes on a potential employer, making it essential to create a resume that not only highlights your skills but also showcases your achievements in the field. A strong resume to a resume tips specifically tailored for the role, helping you stand out among a sea of applicants. In this guide, we will provide practical and actionable resume tips specifically tailored for the role, helping you stand out among a sea of applicants. Customer Experience Specialist professionals to ensure your application resonates with hiring managers. Top Resume Tips for Customer Experience Specialist Professionals Tailor your resume to the specific job description, using keywords from the posting to align your experience with the employer's needs. experience, emphasizing roles that required direct interaction with clients and problem-solving. Quantify your achievements by including metrics such as familiarity with customer relationship management (CRM)

software, data analysis, or conflict resolution techniques. Use action verbs to describe your responsibilities and accomplishments, creating a dynamic and engaging narrative around your experience. Keep your resume concise and focused, ideally one page, while ensuring that all information included is relevant to the Customer Experience Specialist role. Incorporate testimonials or endorsements from previous employers or colleagues to add credibility and depth to your experience. Highlight any certifications or training related to customer service excellence, such as customer experience. utilizing clear headings and bullet points for quick navigation. By implementing these tips, you can significantly increase your chances of landing a job in the Customer Service, making you a desirable candidate for potential employers. Why Resume Headlines & Titles are Important for Customer Experience Specialist. A strong headline serves as the first impression, immediately capturing the attention of hiring managers by summarizing a candidate's key qualifications and expertise in a single impactful phrase. It should be concise, relevant, and directly related to the job being applied for, ensuring it resonates with the specific needs of the organization. By effectively highlighting one's unique strengths and experiences, a compelling headline can set the tone for the rest of the resume and significantly increase the chances of landing an interview. Best Practices for Crafting Resume Headlines for Customer Experience Specialist Keep it concise: Aim for one impactful phrase that encapsulates your professional identity. Be role-specific: Tailor your headline to align closely with the Customer Experience Specialist role. Highlight key skills: Incorporate critical skills that are relevant to customer experience, such as communication, problem-solving, or empathy. Use action-oriented language: Start with strong verbs or adjectives that convey your proactive approach. Include quantifiable achievements: If possible, mention specific accomplishments that demonstrate your effectiveness. Stay relevant: Ensure the headline reflects the job description and the company's values. Avoid cliches: Steer clear of overused phrases that lack originality and specificity. Review and revise: Take the time to refine your headline until it truly represents your professional brand. Example Resume Headlines for Customer Experience Specialist Strong Resume Headlines "Customer Experience Champion with 5+ Years in Client Relations and Satisfaction Enhancement" "Dynamic Customer Experience Advocate Committed to Delivering Exceptional Service" Weak Resume Headlines "Customer Service Person Looking for Job" "Resume for Customer Experience Role" The strong headlines are effective because they convey specific skills and experiences directly related to the Customer Experience Specialist role, immediately showcasing the candidate's value to potential employers. They use dynamic language and highlight relevant achievements, making them memorable. In contrast, the weak headlines fail to impress because they lack specificity and originality, rendering them forgettable. They do not communicate the candidate's strengths or qualifications, making it difficult for hiring managers to see their potential fit for the role. Writing an Exceptional Customer Experience Specialist Resume Summary A resume summary is a crucial element for a Customer Experience Specialist, as it serves as the first impression a candidate makes on hiring managers. A strong summary quickly captures attention by succinctly showcasing key skills, relevant experience, and notable accomplishments that align with the job role. In a competitive job market, a concise and impactful summary to the specific job description not only highlights the candidate's qualifications but also shows a genuine interest in the role. Best Practices for Writing a Customer Experience Specialist Resume Summary Quantify achievements: Use specific numbers to highlight your impact, such as customer experience, such as communication, problem-solving, and empathy. Tailor the summary: Customize your summary for each job application to reflect the requirements and language used in the job description. Be concise: Aim for 3-5 sentences that encapsulate your professional strengths without overwhelming the reader. you from other candidates. Use action verbs: Start sentences with strong verbs to convey confidence and proactivity. Show passion for customer experiences and building relationships. Proofread: Ensure your summary is free of spelling and grammatical errors to maintain professionalism. Example Customer Experience Specialist Resume Summaries Strong Resume Summaries Dynamic Customer engagemen and retention while exceeding service level agreements in fast-paced environments. Results-driven Customer Experience professional with a track record of increasing customer retention rates by 25% within one year by developing personalized service delivery. Enthusiastic Customer Experience Specialist with expertise in conflict resolution and a strong ability to foster customer loyalty. Increased NPS scores by 40% through proactive outreach and support initiatives, ensuring that customer loyalty. experiences in a reputable company. I have worked in customer service for several years. Customer Experience Specialist with some experience in handling customer issues and providing support. Seeking a challenging role. The examples above illustrate the difference between strong and weak resume summaries. Strong summaries are specific quantifying achievements and demonstrating relevant skills, making them less and convey the candidate's impact effectively. In contrast, weak summaries lack detail and fail to provide measurable outcomes or relevant skills, making them less compelling to hiring managers. Work Experience Specialist Resume is critical as it serves as a testament to the candidate's practical skills and capabilities in enhancing customer Experience Specialist resume is critical as it serves as a testament to the candidate's practical skills and capabilities in enhancing customer Experience Specialist resume is critical as it serves as a testament to the candidate's practical skills and capabilities in enhancing customer Experience Specialist resume is critical as it serves as a testament to the candidate's practical skills and capabilities in enhancing customer Experience Specialist resume is critical as it serves as a testament to the candidate's practical skills and capabilities in enhancing customer Experience Specialist resume is critical as it serves as a testament to the candidate's practical skills and capabilities in enhancing customer Experience Specialist resume is critical skills and capabilities in enhancing customer Experience Specialist resume is critical as its end of the candidate's practical skills and capabilities in enhancing customer Experience Specialist resume is critical as its end of the candidate's practical skills and capabilities in enhancing customer Experience Specialist resume is critical skills and capabilities in enhancing customer Experience Specialist resume is critical skills and capabilities in enhancing customer Experience Specialist resume is critical skills and capabilities in enhancing customer Experience Specialist resume is critical skills and capabilities in enhancing customer Experience Specialist resume is critical skills and capabilities in enhancing customer Experience Specialist resume is critical skills and capabilities in enhancing customer Experience Specialist resume is critical skills acquired through previous roles but also demonstrates the ability to manage teams effectively and deliver high-quality products that meet customer needs. By quantifying achievements and aligning experiences with industry standards, candidates can provide concrete evidence of their contributions and successes, making their resume stand out in a competitive job market. Best Practices for Customer Experience Specialist Work Experience Use action verbs to begin each bullet point for a dynamic presentation of your role. Quantify achievements with specific metrics, such as percentage increases in customer satisfaction or reductions in response time. customer experience tools and platforms, showcasing your proficiency. Include examples of successful team management, focusing on collaboration and leadership roles. Align your work. Focus on results-driven narratives that illustrate how your contributions led to improved customer experiences for Customer Experiences for Customer Experiences for Customer Experiences and focused, ensuring clarity and impact in each statement. resulting in a 30% increase in customer satisfaction scores over six months. Developed and executed a training program for customer service representatives, decreasing average response time by 20% and increasing first-contact resolution rates by 15%. Managed a project that integrated CRM tools, streamlining communication processes and improving team collaboration, which enhanced overall service delivery efficiency by 25%. Weak Experiences Responsible for customer service duties and occasionally helped with team projects. Worked with customers to address concerns and improve experiences without specific metrics. not take lead on initiatives. The examples of strong experiences are considered effective because they provide specific, quantifiable outcomes that clearly demonstrate the candidate's impact on customer experiences and team performance. In contrast, the weak experiences are considered effective because they provide specific, quantifiable outcomes that clearly demonstrate the candidate's impact on customer experiences are considered effective because they provide specific, quantifiable outcomes that clearly demonstrate the candidate's impact on customer experiences are considered effective because they provide specific, quantifiable outcomes that clearly demonstrate the candidate's impact on customer experiences are considered effective because they provide specific, quantifiable outcomes that clearly demonstrate the candidate's impact on customer experiences are considered effective because they provide specific, quantifiable outcomes that clearly demonstrate the candidate's impact on customer experiences are considered effective because they provide specific, quantifiable outcomes that clearly demonstrate the candidate's impact on customer experiences are considered effective because they provide specific, quantifiable outcomes that clearly demonstrate the candidate's impact on customer experiences are considered effective because they provide specific, quantifiable outcomes that clearly demonstrate the candidate's impact on customer experiences are considered effective because they provide specific, quantificable outcomes that clearly demonstrate the candidate's impact on customer experiences are considered effective because they provide specific, quantificable outcomes they provide specific, quantificable outcomes they provide specific are customer experiences are considered effective because they provide specific are customer experiences are customer expecific. to understand the candidate's true contributions and capabilities in enhancing customer satisfaction. Education and certifications section of a Customer Experience Specialist resume is crucial as it showcases the candidate's academic background and their commitment to professional development. This section not only emphasizes relevant degrees and industry-recognized certifications but also highlights the candidate's continuous learning, candidates can enhance their credibility and demonstrate their alignment with the job role, making them more attractive to potential employers. Best Practices for Customer Experience Specialist Education and Certifications Such as Business, Marketing, or Communications. Include industry-recognized certifications and Certifications Such as Business. Professional (CCXP) or Customer Service Certification (CSC). List relevant coursework that directly relates to customer experience, such as Customer Relationship Management or User Experience, such as Customer Relati (e.g., foundational, advanced) to demonstrate expertise. Focus on certifications that are current and recognized in the industry to maintain credibility. Use clear and concise language to describe educational achievements and certifications. Ensure that the section is well-organized and easy to read, making it simple for hiring managers to identify to maintain credibility. qualifications. Example Education and Certifications for Customer Experience Professionals Association Coursework in User Experience Professional (CCXP), Customer Experience Professional (CCXP), Custom Training, National Customer Service Association Weak Examples High School Diploma, ABC High School Certification in Basic Office Skills, Online Learning Platform Degree in Animal Science, University of ABC Outdated Customer Service Certification, completed in 2010 The strong examples are considered effective because they include relevant degrees, recognized certifications, and coursework that directly align with the responsibilities of a Customer experience, highlight outdated or unrelated certifications, and do not demonstrate the candidate's ability to meet the demands of the position, thereby weakening their overall candidacy. Top Skills & Keywords for Customer Experience Specialist Resume that highlights the right skills can set a Customer Experience Specialist apart from other candidates. Employers seek professionals who not only possess technical expertise but also excel in interpersonal interactions. A strong resume should effectively showcase a blend of both hard and soft skills, candidates can demonstrate their ability to enhance customer satisfaction, foster loyalty, and contribute to the overall success of the organization. For those looking to enhance their resume, focusing on skills and relevant work experience is crucial. Top Hard & Soft Skills Froblem-Solving Adaptability Conflict Resolution Patience Team Collaboration Time Management Attention to Detail Positive Attitude Critical Thinking Relationship Building Trustworthiness Cultural Awareness Hard Skills Customer Relationship Building Trustworthiness Cultural Awareness Hard Skills Customer Relationship Management (CRM) Software Data Analysis and Interpretation Knowledge of Customer Relationship Building Trustworthiness Cultural Awareness Hard Skills Customer Relationship Process Improvement Techniques Multichannel Communication Skills (phone, email, chat) Basic Knowledge of Marketing Principles Product Knowledge and Expertise Proficiency in Microsoft Office Suite Reporting and Documentation Skills Understanding of User Experience (UX) Principles Quality Assurance Techniques Project Management Basics Training and Onboarding Skills Social Media Management Knowledge of Customer Experience Specialist with over five years of experience Specialist with over five years of experience Specialist Cover Letter As a dedicated to apply for the position at your esteemed company. My passion for delivering exceptional service, paired with my strong problem-solving skills, enables me to create tailored experiences that not only meet but exceed customer expectations. I am particularly drawn to your organization because of its commitment to innovation and customer satisfaction, values that resonate deeply with my professional ethos. In my previous role at XYZ Corp, I successfully implemented a customer feedback system that increased our satisfaction scores by 30% within six months. By actively engaging with customers and analyzing their feedback, I identified key areas for improvement and collaborated with cross-functional teams to develop effective solutions. This experience has honed my ability to listen actively and adapt quickly to the evolving needs of customers, ensuring that each interpersonal skills have allowed me to build lasting relationships with clients, fostering a sense of trust and loyalty. I believe that every interaction is an opportunity to strengthen the connection between the customer and the brand. I thrive in fast-paced environments and empathy, ensuring that every customer feels valued and understood. I am eager to bring my skills and experience to your team and contribute to creating an outstanding customer journey. I am confident that my proactive approach and dedication, I look forward to the opportunity to discuss how I can help elevate your customer experience initiatives. Common Mistakes to Avoid in a Customer Experience Specialist Resume When crafting a resume for a Customer Experience seffectively to stand out in a competitive job market. However, many candidates make common mistakes that can hinder their chanceseffectively to stand out in a competitive job market. of landing an interview. Being aware of these pitfalls can help you create a polished and professional resume that highlights your qualifications and suitability for the role. Generic Objective Statement: Using a vague or overly generic objective statement can make your resume blend in with others. Tailor your objective to reflect your specific career goals and how they align with the company's mission. Lack of Quantifiable Achievements: Failing to include measurable outcomes of your previous work can weaken your application. Use metrics, such as customer satisfaction scores or retention rates, to demonstrate your impact effectively. Ignoring Keywords from the Job Description: Not incorporating relevant keywords from the job listing can result in your resume being overlooked by applicant tracking systems (ATS). Carefully analyze the job description and include important terms that reflect your resume. Focus on roles and responsibilities that directly relate to customer experience, emphasizing skills. Communication, and problem-solving can lead to an incomplete picture of your qualifications. Poor Formatting and Organization: A cluttered or confusing layout can detract from your accomplishments. Use clear headings, bullet points, and consistent formatting to read and visually appealing. Failing to Tailor Each Application: Sending out the same resume is easy to read and visually appealing. genuine interest. Customize your resume for each application, highlighting the most relevant experiences and skills for the specific customer experiences and skills for the specific customer experiences and skills for the specific customer experience role. Not Including a Professional Summary can leave your resume lacking context. A well-crafted summary can leave your resume lacking context. tone for the rest of your resume, making a strong first impression. Conclusion As a Customer Experience Specialist, you play a vital role in shaping the interactions between customers and your company. Your ability to understand customer needs, resolve issues, and enhance overall satisfaction directly impacts brand loyalty and business success Throughout this article, we've explored the essential skills required for this role, including effective communication, empathy, problem-solving, and a deep understanding of customer journey mapping. Furthermore, the importance of continuous learning and staying updated with industry trends was emphasized. Engaging with customers through various channels and actively seeking feedback can help you refine your approach and improve service quality. Now that you've gained insights into the key competencies and responsibilities of a Customer Experience Specialist, it's time to reflect on your own qualifications. Review your resume to ensure it effectively showcases your relevant skills and experiences. To assist you in this process, consider utilizing the following resources: Take action today to enhance your job application materials and stand out as a top candidate for the Customer Experience Specialist position! 2-4 years of retail management experiences. about the vision and day-to-day goals Skilled at recognizing great performance and delivering constructive feedback Demonstrates creativity and innovation in problem solving Has a solid understanding of the business, and a drive to apply knowledge to impact the business Established time management skills and effective planning and prioritizing skills Reviews and adjusts schedule to ensure appropriate floor coverage to complete all workload and to maximize sales Provides in the moment feedback to staff to maximize sales floor and in the fitting room Executes focal process for sales and sales support employees Creates development and training plans for Center of Excellence Hires, trains, develops and supervises Center of Excellence team members Provides GM with feedback on Center of Excellence team members Provides GM with feedback on Center of Excellence team members Provides GM with feedback on Center of Excellence Hires, trains, develops and supervises Center of Excellence team members Provides GM with feedback on Center of Excellence team members Provides GM with feedb awareness and loyalty Fosters customer centric culture by recognizing and rewarding team Ensures optimal floor coverage to maximize customer engagement, selling and task completion based upon the payroll goal Minimum 3 years retail experience with emphasis on store operations and/or customer engagement, selling and task completion based upon the payroll goal Minimum 3 years retail experience with emphasis on store operations and/or customer engagement, selling and task completion based upon the payroll goal Minimum 3 years retail experience with emphasis on store operations and/or customer engagement, selling and task completion based upon the payroll goal Minimum 3 years retail experience with emphasis on store operations and/or customer engagement, selling and task completion based upon the payroll goal Minimum 3 years retail experience with emphasis on store operations and/or customer engagement, selling and task completion based upon the payroll goal Minimum 3 years retail experience with emphasis on store operations and/or customer engagement, selling and task completion based upon the payroll goal Minimum 3 years retail experience with emphasis on store operations and/or customer engagement, selling and task completion based upon the payroll goal Minimum 3 years retail experience with emphasis on store operations and/or customer engagement. work nights and weekends as appropriate to schedule requirements Complete transactions expediently and efficiently to optimize customer experience Escalate customer experience escalate customer feedback and Complaints Use APAC model accordingly to resolve problems when they occur Associate's degree or equivalent work experience required; college degree preferred Working to in-depth knowledge of all retail bank products and services 3 to 5 years of personal banking experience a plus Ability to influence - asking for the business and closing the sale Strong organization skills and excellent time management skills Analytical aptitude a must Excellent team player 7138 E. Thunderbird Road, Scottsdale, AZ 85254 Deliver projects which lead to the creation of an industry leading customer experience which is notably different to the customer projects which enable the business to deliver on its customer experience and brand promise Design, develop and deliver through integrated teams ongoing customer experience improvements as well as innovations which provide Barclays with sources of significant differentiation and competitive advantage Provide best practice guidelines and standards for the customer experience across all touchpoints Champion and lead process improvement, analysis and business process management functions - either as standalone projects or as part of wider programmes of change Ensure projects are delivered to time and to budget - securing and managing that budget is key Influence, inspire and negotiate rapid delivery with senior-level colleagues to ensure buy-in from stakeholders to efficiently deliver quality Develop a comprehensive understanding of the market, including customer needs, buying behaviours and competitor strategies, and identification of opportunities to leverage this information through great customer experiences which are aligned to the future needs of our customers and the businesses. Work closely and manage relationships with the customer experience agencies to develop their knowledge and understanding of customer experience initiatives may pose to the organization and adopt ideas to minimize such exposure to risks First class interpersonal and presentation skills, Excellent project and stakeholder management skills, The ability to quickly review existing as well as concerns or potential control/risk issues A strong focus and attention to detail and a great eye for design A good technical knowledge of ideation platforms, preferably Sharepoint and Newsgator, and the complexities that can be inherent in each Planning, developing and delivering complex programmes and strategies to meet defined objectives. and managing relationships Managing multiple stakeholders and contributors Managing, leading and developing team members to achieve high performance Powerful personal impact and presentation Excellent planning, budgeting and strategy formulation experience; including experience of multi-channel strategy Managing and developing innovative channels with a strong knowledge and interest in digital channels and the use of social media Planning and managing detailed qualitative and demonstrate return on investment Incorporating & encouraging brand values & behaviours Excellent understanding of RBB businesses and customer profiles Project Management: Initiation of new process improvement initiatives and application of knowledge, skills, tools and techniques to project deliverables. Application of knowledge, skills, tools and techniques to project management methodology (i.e. LEAN) to achieve project deliverables. Communication: Excellent written and verbal communication skills Self management: Self starter, high motivation levels, taking full accountability for own performance Integrity: Ensuring completion of work to agreed timeframes Experience in Microsoft Office: Word, Excel and Outlook University undergraduate degree (preferred) 3 years minimum store leadership experience System experience with all Microsoft Office programs, Kronos & Workday experience preferred Proficient in Business Analysis (calculating payroll, STAR, Comp %, Conversion, etc Effective communication skills (oral and written) Understand varying levels of urgency and how to respond Able to adapt to a fast pace ever changing environment Maintain confidentiality/trust within department Develop and implement bold, leading-edge customer experience ideas Identify CX roadblocks/opportunities and resolve them through actionable recommendations Work cross-functionally to develop and implement new CX solutions Serve as a Customer advocate at each forum within the company Develop, plan & manage Audi workshops related to CX initiatives Manage all aspects of the Purchasing process to effectively deliver on the approved Customer Experience programs including any modifications to the estimated budgets, development of scope of work requirements, etc Share learnings across Audi of America through various mediums (e.g. Audi Communications, Audi Progress, Top Service Magazine) Socialize the CX impact on change at dealer level through tracking, reporting and sharing through success stories, case studies and overall customer satisfaction details Continuously refresh the various CX tools and resources (e.g. Customer Priorities). Customer Touchmaps, Dealer Touchpoint map) Support the Consumer Insights Manager with the integration of consumer insights into the solutions being implemented across the company to elevate the Customer Experience Support the Regional Customer Experience Support and developing team members Understanding of business processes in HO and field organization Customer experience, project management, and training background Managing budgets & performance results Work with employees in a dotted line/matrix reporting environment including the ability to communicate cross-functional team environment Excellent Communication Skills to represent the Customer Experience area internally Developing presentations for leadership and business Automotive dealers and the pressure points of their business Culture change initiatives Working with automotive dealers and/or a franchise network Business operations related to the below topics Master's Degree or MBA Lead all Customer Experience efforts for Global Contact Center Operations related to the below topics. through direction of operational deliverables, process improvement strategies, success metrics, and program delivery lifecycle accountability Collaborate with outsourced partners on providing the best customer experience across multiple platforms including voice, chat, and email Gather customer feedback and engage internal partners for appropriate action Provide analysis on customer satisfaction metrics and drive changes through modifications to current survey process Drive strategic opportunities by analyzing call trends, customer behavior, and agent skillsets and translating that analysis into solid action plans for improvement Build internal relationships with call center operations managers and training to ensure alignment, accountability, and outcomes on initiatives and action plans Critical analysis of call drivers leading to changes in process adherence, soft skills strengths, and proper tool usage Leverage new technology upgrades to maximize effectiveness of the systems enhancements and ensure alignment across partner landscape Communicate/present findings to executive leadership in business and operational reviews Customer Satisfaction Superior service Knowledgeable Supervise Employees Interaction with all employees daily Monitoring Front End Activities Reviewing, advising and consulting with all front end employees MOD Communicates with entire store to maintain daily operations Extensive Knowledge of JDA Allows precise monitoring of merchandise purchases and returns Scheduling Insure smooth operation of store by providing adequate front end support ISP Receives, locates, identify and processes to expedite customers purchases Yantra-Provides additional access to merchandise which will blanket the entire shopping experience. Extensive AS400 Knowledge- Will enable outfitter to assist the customer in locating, pricing, purchasing, returning merchandise. Kronos- Assures accurate record keeping and payment of employees as well as helping to stay with a designated budget for the department Must be able to stand and/or walk to fill orders, assist customers on the sales floor, etc Must be able to stock product at various racking levels, use step-stool or ladder, etc Must be able to stand and/or walk to fill orders, assist customers on the sales floor, etc Must be able to stock product at various racking levels, use step-stool or ladder, etc Must be able to stock product at various racking levels, use step-stool or ladder, etc Must be able to stock product at various racking levels, use step-stool or ladder, etc Must be able to stock product at various racking levels, use step-stool or ladder, etc Must be able to stock product at various racking levels, use step-stool or ladder, etc Must be able to stock product at various racking levels, use step-stool or ladder, etc Must be able to stock product at various racking levels, use step-stool or ladder, etc Must be able to stock product at various racking levels, use step-stool or ladder, etc Must be able to stock product at various racking levels, use step-stool or ladder, etc Must be able to stock product at various racking levels, use step-stool or ladder, etc Must be able to stock product at various racking levels, use step-stool or ladder, etc Must be able to stock product at various racking levels, use step-stool or ladder, etc Must be able to stock product at various racking levels, use step-stool or ladder, etc Must be able to stock product at various racking levels, use step-stool or ladder, etc Must be able to stock product at various racking levels, use step-stool or ladder, etc Must be able to stock product at various racking levels, use step-stool or ladder, etc Must be able to stock product at various racking levels, use step-stool or ladder, etc Must be able to stock product at various racking levels, use step-stock product at various racking levels, use step-stock product at various racking levels, use step-stock product at various racking levels, write, type and use phone system Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force frequently, and/or up to 10 pounds of force frequently, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force frequently, and/or up to 20 and schedule, assess Outfitter performance. Assure adequate back up and code 3 coverage in the store Assures Club operation, Club access, etc Conduct training and mentoring of Outfitters and leads on the Frontend, Customer Service, Club, Switchboard and Cash Office Working with leads to develop and train them in all aspects of their departments via one-on-one sessions and Cabela's University Managers typically work both opening and closing shifts to distribute the work load. Opening and closing includes security duties. Prepares store for opening and closing by walking store and looking for merchandising issues, closing the Club Card Embossing Machine, supervise leads to ensure that all policies and procedures are followed Responsible for conducting interviews and hiring of staff, handling personnel issues within the department, coaching, performance reviews/disciplines. Screening the right people during the interview proceess to ensure quality customer service. Addressing and altering scheduling for the departments, attendance tracking and following progressive discipline "In the absence of the General Manager, manage all apsects of the store, resolve outfitter concerns and questions, respond to AP issues in the store, communicate with HR/AP regional partners as needed. Assist in other areas of the store when business need dictates, which may include but is not limited to Hardlines, Softlines, Front End, Club and Customer Service experience (bigsterine) business need dictates, which may include but is not limited to Hardlines, Softlines, Front End, Club and Customer Service experience (bigsterine) business need dictates, which may include but is not limited to Hardlines, Softlines, Front End, Club and Customer Service experience (bigsterine) business need dictates, which may include but is not limited to Hardlines, Softlines, Front End, box/high volume) Previous Department/sales manager experience Ability to multi-task Time management and prioritizing to ensure all projects, work lists, customer/employee responses are completed by established timeline and are immediate when necessary. Ability to deal with conflict and resolve problems Must be able to type, use phone system and write Understands the scope of programs as defined by the product andbusiness requirements and the budget process. Actively participates in the key planning of program milestones drives alignment to these milestones works with senior staff members, including matrixesproject managers Maintains program plans and program record. Works with the core teamand senior staff member(s) to identify and schedule all the workrequired to fulfill program record. Works with the core teamand senior staff member(s) for conformance to program strategy and clearlycommunicates program risks and theirmitigation strategies Drives the development and implementation of key goals, objectives, and success criteria for the program. Ensures clear communication and alignment with stakeholder and delivery teams Works with senior staff member(s) and core team to identify and analyze risks and issues Tracks and manages the program schedule and task details included inthe program plan. Ensures the program plan. Ensures the program plan is reviewed and approved by SBI or a designated staff member, including changes to the plan as they occur. Analyze sthe actual performance against the plan and makes adjustments consistent with plan objectives. Ensures program milestones are accomplished and ensures overall timelines are met. Documents allmajor plan changes to major milestones and keeps all stakeholdersinformed of progress and issues. Works with senior staff members tomanage proposed changes to program parameters and ensures appropriate processes and communications are followed. Escalates issues todesignated team members for guidance and assistance on how to approachand resolve Monitors the quality of program deliverables and works with seniorstaff to ensure program objectives and success criteria are actively managed and achieved. Assists in the development and monitoring ofdeployment strategies and tools to support the implementation of programs in the field through trials and controlled customerdeployments while demonstrating a high level of integrityand respect for all teammates and stakeholders Regular, consistent and punctual attendance. Must be able to worknights and weekends, variable schedule(s) as necessary Customer Satisfaction Superior servcie Knowledgable Supervise Employees Interaction with all employees daily Monitoring Front End Activities Reviewing, advising and consulting with all front end employess MOD Communicates with entire store to maintain daily operations Extensive Knowledge of JDA Allows precise monitoring of merchandise purchases and returns Scheduling Insure smooth operation of store by providing adequate front end support ISP Receives, locates, identify and processes to expedite customers purchases Yantra-Provides additional access to merchandise which will blanket the entire shopping experience Extensive AS400 Knowledge- Will enable outfitter to assist the customer in locating, pricing, purchasing, returning merchandise Kronos- Assures accurate record keeping and payment of employees as well as helping to stay with a designated budget for the department Lead, Cashier, Cusstomer Service Outfitters or Greeters/Switchboard Experience preferred Drive credit card customer experience preferred Drive credit card customer service of the countries in APAC Understand current practices in each of the countries of the count Define Customer Experience goverance model for regional and in-country resource/function alignment Lead the key global efforts that aim to improve cards customer experience Projects a positive company image; adheres to department and operational standards and objectives; insure positive customer satisfaction results Manage and oversee the department processes including sales quotations, orders, credits, adjustments, returns, etc. in SAP Communicates back-orders, substitutions, pricing and product compatibility to customers, business desk, salesforce, credit and other departments for resolution to customer issues Thoroughly understands the system interfaces to and from SAP as well as the downstream processes Manages Consumer Customer Service, web chat and social media channels for inbound delivery Responsible for thorough knowledge of all department operations. of priorities as well as ongoing positive communication within the departments, documents, document rates, order and billing blocks, warehouse rejections, back-orders for large customers, and incomplete orders and billing documents and all reports pertaining to Sarbanes Oxley compliance Reviews financial transactions monthly for adherence to key controls and audit guidelines Manages, analyzes and evaluates workload, team issues, concerns, and recommendations Interviews, hires and trains regular and temporary employees Responsible for coaching/developing direct reports, evaluation of employees and reports, evaluation of employees and reports, and departmental training Reviews expenses and cost center budget and forecasts Management experience in a customer service supply chain environment with strong oral and written communication skills Experienced in mobilizing, leading/supervising a support team in an eCommerce platform Knowledge in social media tools and techniques Able to maintain confidentiality Exhibit good leadership skills and provide an example for the rest of the department Be available to assist staff and answer questions and inquiries both internally to assist staff and answer questions and inquiries both internally to assist staff and answer questions and inquiries both internally to assist staff and answer questions and inquiries both internally to assist staff and answer questions and inquiries both internally to assist staff and answer questions and inquiries both internally to assist staff and answer questions and inquiries both internally to assist staff and answer questions and inquiries both internally and external to assist staff and answer questions and inquiries both internal to assist staff and answer questions and inquiries both internal to assist staff and answer questions and inquiries both internal to assist staff and answer questions and inquiries both internal to assist staff and answer questions and inquiries both internal to assist staff and answer questions and inquiries both internal to assist staff and answer questions and inquiries both internal to assist staff and answer questions and inquiries both internal to assist staff and answer questions and inquiries both internal to assist staff and answer questions and inquiries both internal to assist staff and answer questions and inquiries both internal to assist staff and answer questions and inquiries both internal to assist staff and answer questions and inquiries both internal to assist staff and answer questions and inquiries both internal to assist staff and answer questions and inquiries both internal to assist staff and answer questions and inquiries both internal to assist staff and answer questions and inquiries both internal to assist staff and answer questions and inquiries both internal to assist staff and assist at a staff and assist at a staff at new work processes and changes Exhibit good attendance, punctuality & time management Critical thinking & thought leadership Identifying solutions, conclusions or approaches to problems Be flexible; may be required to work considerable extended hours Thorough working knowledge of various software packages including, SAP, Excel and Word Minimum of 5 years leadership experience in an inbound consumer customer service group Comfortable with basics of different personal and mobile computing technologies Candidate should actively participate in social media activities like blogging, community development and management, social bookmarking, community development and management by resolving customer issues quickly and properly. Taking all customer complaints seriously and handling them appropriately, partnering with upper management when necessary. This will allow our company to keep focused on legendary customer service Responsible for performance reviews, maintaining attendance and procedures are being followed Provide data for weekly management meeting. This includes sales numbers/figures for cashier Item of the Week, VOC (Voice of the Customer) data, phone capture percentages, Level 1 training progress, etc Provide assistance and support for Club Card embosser. Assist in maintaining bank requirements of constant dual operations for cashier Item of the Week, VOC (Voice of the Customer) data, phone capture percentages, Level 1 training bank requirements of constant dual operations for Club Card embosser. regarding the embosser and card inventory Staffing/Scheduling Ensure front end staffing meets the needs of the season - ads, special events, blackout periods, etc. Recruiting for qualified outfitters Conduct interviews to keep staffing at levels needed to handle customer traffic, and increase staffing during peak seasons Support the development of a consistent service delivery strategy and plan, contributing to service development and technology enablement Develop a vendor resource plan based on inbound forecasts gathered and prioritised by the Service Delivery team, and leading practices from other parts of Pearson and external exemplars, for the hub which they support Establish and execute the vendor resource plan for the hub which they support, to deliver a positive customer and learner experience at optimum cost Ensure that HR policies, and the pay and incentive structures employed by the vendor(s) for the hub which they support, are in line with Pearson's HR and reward structure, whilst also being appropriate for the market served and industry leading practices Ensure the technical and process architecture of the Customer Contact solution, and supporting policies and procedures, is fit for purpose from a market perspective, flagging where additional technology or process support may be required and proposing mitigating actions, within reasonable budgetary and time constraints Support project and complex in nature e.g. the further development of a self-serve capability, inputting into requirements gathering, business case development, project planning and leadership team submissions Improve and refine processes from a cost and customer experience perspective Act as the primary liaison between the customer contact hub and the market, working in conjunction with the Director of Service Partnerships and their team Act as the first point of contact for management teams working within markets served by the hub which the Customer Experience Manager supports (in a business partner role), particularly Operations and Sales, e.g. by providing reports on the hub's performance to senior management in-market, resolving issues where possible and escalating where appropriate Act as a member of the Customer Experience team, liaising with other Customer Experience Managers to ensure consistency and other parts of Pearson (e.g. ICOM) as required Develop and maintain an environment that promotes diversity, fairness and high productivity Bi lingual - Proficiency in a English as well as a Spanish proficiency essential Strong customer service experience Strong people management skills Demonstrated ability to build consensus, establish trust, and communicate effectively Ability to manage stakeholders, often on a remote basis Experience in forecasting customer contact types and volumes, and translating this forecast into an operational plan, co-ordinated with the strategic planning and budgetary cycles Experience of developing and reviewing contact centre process analysis and reports, and communicating necessary improvements appropriately Ability to support to manage vendor performance against operational service levels, and to take mitigating actions Commercial experience, with the ability to read, understand and interpret standard contractual agreements & Service Level Agreements Ability to read, understand, interpret and establish internal financial budgets, and manage costs/revenues against budget plans Demonstrable experience in working with contact centre agents (in the region of 50-100 FTEs), with a clear understanding of the principles of performance management and the ability to handle difficult conversations effectively Experience of contact centre technologies and leading practices Ability to balance conflicting feedback and find appropriate resolutions for issues which affect both the markets and the vendor(s) Ability to balance conflicting feedback and find appropriate resolutions for issues which affect both the markets and the vendor(s) Ability to balance conflicting feedback and find appropriate resolutions for issues which affect both the markets and the vendor(s) Ability to balance conflicting feedback and find appropriate resolutions for issues which affect both the markets and the vendor(s) Ability to balance conflicting feedback and find appropriate resolutions for issues which affect both the markets and the vendor(s) Ability to balance conflicting feedback and find appropriate resolutions for issues which affect both the markets and the vendor(s) Ability to balance conflicting feedback and find appropriate resolutions for issues which affect both the markets and the vendor(s) Ability to balance conflicting feedback and find appropriate resolutions for issues which affect both the markets and the vendor(s) Ability to balance conflicting feedback and find appropriate resolutions for issues which affect both the markets and the vendor(s) Ability to balance conflicting feedback and find appropriate resolutions for issues which affect both the markets and the vendor(s) Ability to balance conflicting feedback and find appropriate resolutions for issues which affect both the markets and the vendor(s) Ability to balance conflicting feedback and find appropriate resolutions for issues which affect both the markets and the vendor(s) Ability to balance conflicting feedback and find appropriate resolutions for issues which affect both the markets and the vendor(s) Ability to balance conflicting feedback and find appropriate resolutions for issues which affect both the vendor(s) Ability to balance conflicting feedback and find appropriate resoluting feedback and fin and with a relatively high level of autonomy Willingness to undertake significant levels of business travel Knowledge of Pearson products and / or related industry experience Language proficiency in Italian or German desirable Fully comprehend the training for all Bank applications i.e. TPT, Salesforce, Branch Capture Comply with service values, Brilliant! at the Basics Simplify, understand and guide customer service principles Associate's degree or equivalent work experience required; college degree preferred Ability to influence-asking for the business and closing the sale Lead the design and implementation of customer service principles (college degree) and implementation (col of TAT and sales process simplification Lead the design, implementation and utilization of regional sales tool around sales processes/customer engagement/sales force collaborate tools including digital tools Lead the sales "one sell initiatives" and metrics to drive multi-product sales culture across 12 Asian countries. This will lead to product agnostic customer centric sales while increasing the sales value to franchise Lead the centralizing and enhancing country sales deployment strategies at Asia level. This will help drive the best practices across Asia and drive the scale advantage with our partners to get maximum value for our customers and franchise with optimal allocation of financial and human resources Lead in designing and implementing bank wide sales culture building initiatives Developing and rolling out of regional communication tools to help enhance the sales culture Ensure consistency and effective roll-out of all these initiatives across markets APAC Work closely with product, marketing, technology, DM, eBiz and country stakeholders Enable the creation of a sales culture and remarkable client sales experience (through tools/MIS and or regional stakeholders to ensure sales inputs are taken into account in all major sales impacting client initiatives Develop/roll-out and centralize sales deployment tools and strategies to reinforce one sell initiatives and product cross-sell initiatives in the different markets and across channels (move countries to a more product agnostic sales strategy) Responsible for designing and rolling our regional sales communications to help drive the sales culture and adoption of key initiatives Participate in cross-functional discussions across business, technology, decision management and control functions to create regionally deployable solutions which are viable according to country inputs and feedback Represent S&D in regional initiatives as part of the one sell and remarkable work streams Analyze country data and sales related MIS to help simplify, consolidate and drive a concise focused message across all markets Act as an agent of this new processes and initiatives. across markets Develop, design and implement benchmarks and standards to measure the successful roll-out of such initiatives Bachelor's degree in Business/Marketing/Banking/Finance This role requires 11+ years of experience in Financial Services/Service industry is preferred. In-depth understanding of key end-to-end process in financial industry for key products (sourcing, acquisition, initiation, activation, usage, redemption, authorization, collections, servicing, etc.) Experience in regional/multiple geography markets will be an added advantage Ability to promote positive work relationships with all departments - be the change agent Adapt to change quickly Exceptional interpersonal, communication, consensus building and subordinates Experience in multi-product sales environment (Cards, Loans, CASA) including multiple functions like Credit Ops/Frontline Sales Management/Customer Experience/Sales Analytics/Product functions, etc. will be a great advantage Customer Experience design and improvements have measures in place to track the customer & business impact Work collaboratively the Customer Insight team to make requests for relevant customer experience decision making Understanding of News UK business strategy and organisation Ability to provide ideas on how customer experience decision making Understanding of News UK business strategy and organisation Ability to provide ideas on how customer experience decision making Understanding of News UK business strategy and organisation Ability to provide ideas on how customer experience decision making Understanding of News UK business strategy and organisation Ability to provide ideas on how customer experience decision making Understanding of News UK business strategy and organisation Ability to provide ideas on how customer experience decision making Understanding of News UK business strategy and organisation Ability to provide ideas on how customer experience decision making Understanding of News UK business strategy and organisation Ability to provide ideas on how customer experience decision making Understanding of News UK business strategy and organisation Ability to provide ideas on how customer experience decision making Understanding of News UK business strategy and organisation 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platforms, integrated marketing communications and analysis programmes (including Social) Ability to interpret and communicate technical or data led information to Marketing & Sales teams in an engaging and informative manner Define the Barclaycard customer experience across Retail Solutions supported by commercially focused goals, change delivery and performance management in order to maximize Profit and Loss outcomes Own the detailed end to end customer experience supporting the Operations Director in setting the overall customer experience direction and requirements on going management and oversight of the key customer KPI's (including customer experience direction and requirements on going management and oversight of the key customer experience direction and requirements on going management and oversight of the key customer experience direction and requirements on going management and oversight of the key customer experience direction and requirements on going management and oversight of the key customer experience direction and requirements on going management and oversight of the key customer experience direction and requirements on going management and oversight of the key customer experience direction and requirements on going management and oversight of the key customer experience direction and requirements on going management and oversight of the key customer experience direction and requirements on going management and oversight of the key customer experience direction and requirements on going management and oversight of the key customer experience direction and requirements on going management and oversight of the key customer experience direction and requirements on going management and oversight of the key customer experience direction and the customer experience direction and through to stakeholders and committees Identify opportunities to strategically improve our service offering and conduct customer research to understand what our and delivery of the Barclaycard technology agenda Act as the face of Operations and the customer at various business wide forums to educate the business, raise awareness of customer feedback and drive improved Quality) Champion the customer, providing validation whilst challenging business and support functions. You will drive forward action plans to improve performance and the customer experience Consider new technologies, models and industry best practise to help shape future strategy Be accountable for the delivery of the on-going initiatives to reduce complaints, increase customer advocacy levels and drive improved Quality Oversee Root Cause Analysis and MI reporting activity to provide valuable insight to the business relating to all aspects of customer experience. System may include customer surveys and other research methods Develop and implement system for providing closed-loop feedback to various teams Work with channels and business partners in developing meaningful and achievable customer structure structure customer structure their development of initiatives for improvements in customer experience within each channel and business unit. Develop system for benchmarking customer advocacy and satisfaction results versus competitors Develop and implement processes which enable the sharing and adapting of best practices for improving customer experience across the organization Bachelor's Degree in Business, Engineering or similar discipline Years of functional/professional experience: Ten or more years experience managing customer experience, process improvement, change management or similar functions Years of supervisory or managerial experience and balance with other priorities including cost and other strategic imperatives Ability to influence decisions and gain consensus across different channels and lines of business, particularly in the case of competing interests and priorities Proven expertise in change management and presentation skills Collaborate with business leaders, and cross-functional teams (Customer Experience, Marketing, Mobile, etc.) to ensure alignment with initiatives, project requirements, and timing Identify strategic opportunities for process improvements; share vision with the senior management to formulate and execute action plans against the identified opportunities for process improvements; share vision with the senior management to formulate and execute action plans against the identified opportunities for process improvements; share vision with the senior management to formulate and execute action plans against the identified opportunities for process improvements; share vision with the senior management to formulate and execute action plans against the identified opportunities for process improvements; share vision with the senior management customer pain points to make experience improvements Communicate business cases through strong rationale and understanding potential return on investment Knowledge of in store systems, policy and procedure Ability to analyze, problem-solve and manage projects Detail oriented and results driven Ability to lift and carry 30lbs Ability to maneuver around sales floor, back room and office areas implements action plans to improve key performance indicators to maximize business opportunities Assesses the effectiveness of the leadership team and non-exempt staff by providing the appropriate level of performance feedback Contributes to and executes the strategy for the Custome Experience team Provides staff with in-the-moment feedback and coaching to maximize sales focal process for direct reports. Executes sales focal within budget for all Customer Experience Partners Creates development and training plans for all direct reports Approves hiring plans for the Customer Experience staff Provides GM with feedback on Customer Experience team members Implements shortage goal Analyzes and creates strategy to respond to trends on LOD tracking sheets to optimize Peak Hour opportunities Regional Customer Experience manager (CXM) ensures alignment with the unified Audi customer Experience Team at AoA HQ and Audi Region/Dealers, aligning regional objectives with top level national objectives Reinforce Customer delight in the field and dealers, drive positive change Process leader of AoA Customer experience continuous improvement process at Retail with dealers and Area teams; includes escalating opportunities to improve the customer experience as well as spread best practices. scenarios that inhibit the desired experience; make recommendations to improve processes/policies to meet consumer needs Represent Region perspective in development of Audi-wide customer experience policies & initiatives Interface with Dealers, work across Sales, After Sales, Audi Financial Services, Marketing Provide support to the rest of the Field team to maximize their customer experience effectiveness Amplify the voice of the customer, serving as the liaison for customer information, insights, Key Performance Indicators (KPI's) and metrics Provide the insights for the Field/Dealers to maximize customer retention and profitability Key liaison to the Audi Customer Experience Center (CXC) and field representative as part of process improvements between CXC, Area team and Dealers Responsible for the Regional interface for between individual Dealer level continuous improvement process; serve as Regional interface for between individual Dealer level continuous improvement process is served as the regional interface for between the regional interface for between individual Dealer level continuous improvement process; serve as Regional interface for between individual Dealer level continuous improvement process; serve as Regional interface for between the regional interface for between the regional interface for between individual Dealer level continuous improvement process; serve as Regional interface for between the regional interface for the regional interface f issues/resolutions, Best Practices and escalation/reporting to National Support Customer Buy Back via Post analysis investigation (with Field Team) of cause and determine corrective actions for Audi/dealer, provide learning back to organization and potential customer experience improvement topics. escalate core inhibitors to customer satisfaction Develop Best Practice updates and distribute to promote improvements across the network; shares learning with other Regional CXMs Assist with pilots for Customer Experience innovations 7-10 years' experience innovations 7-10 years' experience innovations 7-10 years' experience innovations for Customer in the use of software Influencing and negotiation skills - ability to bring all stakeholders to topic resolution Process innovation - targeting business opportunity and addressing with process improvement Creative thinking - developing new solutions to drive inspire customer enthusiasm and increase loyalty Experience with retail, hospitality &/or wholesale industry with a strong emphasis on customer service related functions Dependence helpful Proven leadership skills Demonstrated success in developing strong working relationships across many layers of an organization & across cultural boundaries Strong knowledgeed functions across many layers of an organization for the strong knowledgeed functions background in Sales or After Sales or both; case management experience helpful Proven leadership skills Demonstrated success in developing strong working relationships across many layers of an organization for the strong knowledgeed functions across many layers of a strong knowledge of luxury market and consumer needs /expectations Automotive-related experience Customer service portal to answer questions, provide tracking updates for deliveries, etc Manage daily communication with fulfillment center to troubleshoot deliveries Collaborate with other other areas of the business, to help meet company objectives and strategize improvements to existing operational infrastructure Coordinate communication between internal tech team and fulfillment center to improve system and ensure seamless experience for new product roll-outs, and system updates Ready to go above & beyond to help the team Excited to work in a fast-paced and energetic environment Detail-oriented, and extremely organized Curious to learn and improve our communication strategy Open to a flexible schedule with some weekend and holiday hours Hospitality SME: Serve as a subject matter expert on best-in-class hospitality to our FM leadership & FM teams in North America Region; ensure our FM teams are focused on hospitality priorities and requirements in line with client expectations Instructional Design: Apply instructional design and adult learning theory to design engaging, impactful learning theory to design engaging. program) or developing new programs Program/Project Management: Plan and drive the roll out of a customer experience learning administration of programs, as well as oversight for learning administration (registration/rosters, surveys/evaluations, learning management system integration, etc.), and marketing and communications Change Agent: Provide systems thinking to other factors required for success (i.e., performance management, management, management, rewards/recognition/awards, other collateral, etc.) Coaching: Support, develop and coach hospitality service leads and trainers across accounts to enable continuous improvement Rewards and Recognition: Support reward and recognition programs led by JLL FM and HR Innovation/Best Practices: Continually evaluate program successes/opportunities; scan the environment for approaches/technologies/emerging trends that will ensure our customer experience programs are leading edge; network externally for leading practices, approaches, tools and techniques in learning, rewards/recognition and in our general business area JLL Champion:Effectively represent JLL as an Employer of Choice internally and externally; ensure morale is high and encourage staff retention BA/BS in hospitality, business administration or an equivalent combination of education and experience with the design and implementation of a leading customer experience training program preferred Interpersonal Skills Requires knowledge in business and application support practices and metrics; current and emerging information technologies used across several applications (e.g. Salesforce.com and Siebel) and customer web solutions Demonstrated ability to establish governance and drive operational efficiencies in a complex landscape. Experience planning, developing, and managing departmental costs This position will require adept and creative skills at solving complex business process and technology challenges that cross multiple functions, and demands substantial involvement with parties at all levels in the company, while acknowledging corporate priorities Position will provide direct thought, results, and people leadership in navigating business complexities and delivering capability/services that simplify and grow business systems use and adoption Lead an organization of application support personal (internal employees and contractors), including leadership of activities such as resource management, people development, and career path management. Emphasizes knowledge management as enabler of management as enabler of management as enabler of management. exceptional collaboration, teamwork, negotiation, influence, and relationship-building skills at all levels with internal and external parties completing analysis of processes and procedures with a mind to improving the Customer Experience and key metrics Preparation of monthly and ad hoc reports for CX Ensuring that the correct processes exist through the customer journey, to keep customer profiles up to date Providing support and guidance to the various internal functions to record customer feedback and sentiment in a consistent, structured and reportable fashion Identifying opportunities to celebrate and reverses and achievements, at each milestone in their customer journey Establishing, piloting & managing the customer reference program Manage and coach high-performing teams to develop customer satisfaction) in a fast-paced and complex environment across multiple disciplines and time zones Take a lead role in developing programs. Create new programs proactively and processes to meet quest needs and ultimately develop the business proactively to maximize business of team by recognising opportunities for improvement Drive ongoing service improvements and projects involving quantitative analysis, industry research and strategy development Strong Influencing skills that can persuade a cross-organisational team to modify processes to improve customer experience Demonstrated experience or Master degree required Minimum 3 years' experience of working in a customer experience function or as a (marketing) program management programs Experience in working within an international matrix company (Telecom, Banking, Technology industry) Strong (internal) stakeholder management skills, ability to create buy in and to manage change to benefit the customer centric operation supporting successful cross functional change to benefit the customer, including improvements in internal cultures for new ways of doing things Experience gained in a commercial, customer centric operation supporting successful cross functional cultures for new ways of doing things experience gained in a commercial, customer centric operation supporting successful cross functional cultures for new ways of doing things experience gained in a commercial, customer centric operation supporting successful cross functional cultures for new ways of doing things experience gained in a commercial, customer centric operation support for new ways of doing things experience gained in a commercial culture for the customer centric operation support for new ways of doing things experience gained in a commercial culture for the customer centric operation support for new ways of doing things experience gained in a commercial culture for the customer centric operation support for new ways of doing things experience gained in a commercial culture for the customer centric operation support for the customer centric operation support for the customer centre operation support for the cus (change management) Good understanding of CX discipline and frameworks Business analysis and project management experience experience with Analytical tools is preferred (such as OBIEE, Site Catalysts and database systems such as Oracle) Several local and global networking communities to share best practices and knowledge Support the Business in delivering our desired customer experience that will differentiate HSBC in the US market and establish HSBC as an admired service leader by others Manage a programme of activity which ensures HSBC will become the best place to bank Asks 'why' and listens closely to customer and employee feedback to identify root causes (E) Spends productive time directly with customers and front line employees in order to speak with authority about the customer experience (E) Acts strategically to identify and improve key drivers of customer satisfaction (E) Proactively shares actionable insights, not simple data (E,A) Makes recommendations and tracks progress against clear business outcomes (A) Is highly visible in inspiring and influencing others to care about customers and bring client-centric thinking into decision-making at all levels of our businesses and functions (A) Provides service that exceeds our internal and external customers' expectations (E,A) Strong project management / change Responsible for understanding and driving the performance of the business through, gathering customer experience to achieve improved business results Champions Company Customer Experience to achieve improved business results and report on the company customer experience to achieve improved business through and report on the company customer experience to achieve improved business results. and competitive customer experience metrics Works as a Customer Advocate when making or influencing business decisions affecting customer experience from design through issue resolution Works as a change agent to translate customer experience from design through issue resolution works as a change agent to translate customer experience from design through issue resolution works as a change agent to translate customer experience from design through issue resolution works as a change agent to translate customer experience from design through issue resolution works as a change agent to translate customer experience from design through issue resolution works as a change agent to translate customer experience improvements to strengthen and support a customer centric quality culture Builds organizational awareness, knowledge, and passion for customer-centric culture Providing insights to Regional Business Unit on product selection based on advanced quality modeling Leverages relationships between product, sales, service, fulfillment, and with centralized customer experience story with key messages and emerging themes to leadership and partners with the line of business to initiate and drive change Identifies root cause for customer complaints and assembles action plan for improvement Responsibilities include management of Deposit Product Complaints and/or project management and/or project manag leadership and communication skills Proficient with excel, powerpoint and presentation development Foster teamwork to help prioritize across business lines and think strategically while seeking concensus and bias for action to deliver improvements to the customer experience Ability to engage across business lines and with all levels of management Bachelors Degree Lead the design and implementation of customer experience initiatives/projects with the objective to reach the highest Net Promoter Score of the industry To analyze and provide feedback and responses (online and offline) for Japan Manage customer feedback and responses (online and offline) for Japan Manage customer feedback and responses (online and offline) for Japan Manage customer feedback and responses (online and offline) for Japan Manage 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build customer experience advocates across the business. customer experience is at the heart of everything we do. Provide a proactive look through the eyes of customer Experience is at the forefront of our approach across all customer touch points (Website, Customer Operations, Marketing) Represent operations for any business improvement project initiatives and ensure timely execution with the global customer operation team Minimum 5 years of experience in customer service Native Japanese / Fluent English is required) Very strong business acumen, attention to detail and curiosity - "Is it what our customers are looking for?" Outstanding analytical, numerical and problem solving skills, resulting in effective working relationships with other teams Ability to see things from the customer's view point Team player. Ability to become a trusted partner and key contact person within a matrix and complex organization Extensive experience in the tourism and/or travel industry Excellent communications and leadership skills Self-starter/works on own initiative Demonstrated ability to work autonomous and manage a wide variety of projects simultaneously and under a deadline To analyze and provide feedback and insights from the voice of the customer channels across the business (online and offline) for 7 Point of Sales (SG, MY, TH, IN, ID, PH, VN) Lead the design and implementation of customer channels across the business (online and offline) for 7 Point of Sales (SG, MY, TH, IN, ID, PH, VN) Lead the design and implementation of customer channels across the business (online and offline) for 7 Point of Sales (SG, MY, TH, IN, ID, PH, VN) Lead the design and implementation of customer channels across the business (online and offline) for 7 Point of Sales (SG, MY, TH, IN, ID, PH, VN) Lead the design and implementation of customer channels across the business (online and offline) for 7 Point of Sales (SG, MY, TH, IN, ID, PH, VN) Lead the design and implementation of customer channels across the business (online and offline) for 7 Point of Sales (SG, MY, TH, IN, ID, PH, VN) Lead the design and implementation of customer channels across the business (online across the busi Net Promoter Score of the industry in the 7 markets. Work closely with Product, Customer service & Global teams to scope, drive implementation and measure impact Develop and Organize Customer service & Global teams to scope, drive implementation and measure impact Develop and Organize Customer service & Global teams to scope, drive implementation and measure impact Develop and Organize Customer service & Global teams to scope, drive implementation and measure impact Develop and Organize Customer service & Global teams to scope, drive implementation and measure impact Develop and Organize Customer service & Global teams to scope, drive implementation and measure impact Develop and Organize Customer service & Global teams to scope, drive implementation and measure impact Develop and Organize Customer service & Global teams to scope, drive implementation and measure impact Develop and Organize Customer service & Global teams to scope, drive implementation and measure impact Develop and Organize Customer service & Global teams to scope, drive implementation and measure impact Develop and Organize Customer service & Global teams to scope, drive implementation and measure impact Develop and Organize Customer service & Global teams to scope and Organize Customer service & Global teams to scope and Organize Customer service & Global teams to scope and Organize Customer service & Global teams to scope and Organize Customer service & Global teams to scope and Organize Customer service & Global teams to scope and Organize Customer service & Global teams to scope and Organize Customer service & Global teams to scope and Organize Customer service & Global teams to scope and Organize Customer service & Global teams to scope and Organize Customer service & Global teams to scope and Organize Customer service & Global teams to scope and Organize Customer service & Global teams to scope and Organize Customer service & Global teams to scope and Organize Customer service & Global teams to scope and Organize Customer service & Glob

Service & Product decisions Define guidelines for Customer engagement in local context (Brand "Tone of Voice") Continuously look for opportunities to improve online functionalities to improve customer self-serve with a aim of reducing calls to the call center Embed Customer self-serve with a context (Brand "Tone of Voice") Continuously look for opportunities to improve customer self-serve with a context (Brand "Tone of Voice") Continuously look for opportunities to improve customer self-serve with a context (Brand "Tone of Voice") Continuously look for opportunities to improve customer self-serve with a context (Brand "Tone of Voice") Continuously look for opportunities to improve customer self-serve with a context (Brand "Tone of Voice") Continuously look for opportunities to improve customer self-serve with a context (Brand "Tone of Voice") Continuously look for opportunities to improve customer self-serve with a context (Brand "Tone of Voice") Continuously look for opportunities to improve customer self-serve with a context (Brand "Tone of Voice") Continuously look for opportunities to improve customer self-serve with a context (Brand "Tone of Voice") Context (Brand "Tone of Voice business ensuring Customer Experience is at the forefront of our approach across all customer touch points (Website, Customer experience in the planning, development and execution of products, services and marketing campaigns. Develop cross functional relationships to build customer experience advocates across the business Minimum 6 years of experience in travel, customer service or marketing Bachelor's degree required; MBA preferred Project Management experience and demonstrated ability to lead and influence cross functional teams to a desired outcome within agreed budgeted constraints Demonstrated experience working in a cross-functional team environment Extensive experience in the tourism and/or travel industry, ideally with knowledge of the Asian markets, a plus Customer Service or Brand operations experience and owns the comprehensive execution plans for every major business initiative that impacts the front line. Presents executive summarizing and presenting out the tactical details to sales operations and field sales leadership Accountable for completion of all of the actions prior to launch, support during launch, and follow up actions post launch for the major business initiatives they own Provides coaching, feedback, project guidance to other team members (CEM's and Analysts) Guides team to proactively find customer experience opportunities and owns subsequent solutions that ensure seamless post launch support of new products & services Is responsible to foster relationships to provide awareness of channel and customer needs with key organizations outside of Digital Sales including but not limited to; Marketing, Finance, IT Partners with marketing, Product management, to influence solutions in a positive way for the front line and customers through the requirements, design, deploy and post launch stages of a project Proactively identifies potential issues as a departmental expert and collaborates with a sense of urgency Provides team leadership for other CEM's including consulting support on generally highly complex enterprise initiatives, products, program and offers Documents lessons learned, communicates out to cross-functional teams, and applies learnings to subsequent projects of all launched projects or programs, and continuously optimizes design, prioritizes program enhancements, and executes operational activities required to achieve planned business results Responsible for reporting results on pre-defined cadences; weekly, monthly, and quarterly for all owned projects Maintains project documentation including background, objectives, timelines, stakeholders, and cost/benefit analysis and communicates to leadership and cross functional stakeholders Contributes in departmental strategy and the development of the roadmap including representing needs at leadership meetings Evangelizes the Digital Channel within the broader organization, showcasing successes, and articulating the channel within the broader organization of experience in telecommunications or online retail; previous experience working within or supporting sales channels 6 years experience in a business ownership role including design, analysis, and optimization of programs aimed at increasing channel sales 6 years project or program management Minimum 5+ years of leadership experience or similar crossfunctional program leadership role Proficient in MS Office - specifically Excel, Word, Power Point, Visio 5 years of experience combined in a retail management and/or program management role in lieu of degree is acceptable Develops and owns comprehensive execution plans for every major business initiative that impacts front line. Presents executive summaries to Senior leaders while also summarizing and presenting tactical details to Sales leaders Accountable for completion of all actions prior to launch, support during launch, and follow up actions process mapping & documentation Has ownership of requirements on behalf of all customer facing channels for all project activities including; concept, assessment, requirements drafting, design, development, communication, & implementation Leads & owns all execution trade off decisions. Ensures cross functional teams have identified detailed scenarios & use cases all corresponding risks have been identified & evaluated & solutions are properly selected Leads cross functional teams ensuring clear understanding of key customer & frontline experience issues exists and solutions being implemented by active projects are aligned to key drivers of customer experience issues exists and solutions being implemented by active projects are aligned to key drivers of customer & frontline experience issues exists and solutions being implemented by active projects are aligned to key drivers of customer & frontline experience issues exists and solutions being implemented by active projects are aligned to key drivers of customer & frontline experience issues exists and solutions being implemented by active projects are aligned to key drivers of customer & frontline experience issues exists and solutions being implemented by active projects are aligned to key drivers of customer & frontline experience issues exists and solutions being implemented by active projects are aligned to key drivers of customer & frontline experience issues exists and solutions being implemented by active projects are aligned to key drivers of customer & frontline experience issues exists and solutions being implemented by active projects are aligned to key drivers of customer & frontline experience issues exists and solutions being implemented by active projects are aligned to key drivers of customer & frontline experience issues exists and solutions being implemented by active projects are aligned to key drivers of customer & frontline experience issues exists and solutions being implemented by active projects are aligned to key drivers of customer & frontline experience issues exists and solutions being implemented by active projects are aligned to key drivers of customer & frontline experience issues exists are aligned to key drivers are aligned to k awareness of channel & customer needs w/ key orgs outside of Sales or Care including but not limited to; Marketing, Prod Dev, PMO, EPMO, , L&D, Corp Comm, Marketing, Finance, IT Serves in a consulting capacity on enterprise-wide project teams to ensure enterprise-wide integration of reengineering efforts to accomplish project activities and objectives Leads cross functional sub teams on technical solutions needed from systems design Partners with Marketing, Prod Dev, to influence solutions for front line and customers through the requirements, design, deploy & post launch stages of a project Solves complex, multi-faceted problems facing day-to-day operations; deliver simplified solutions to allow the dept. to seamlessly provide customer service excellence Defines Support Model for the channel to include: administration, maintenance, compliance, and technical support of product/service Ensures seamless implementation of new products & services and applies the Sales Op Services and standards to define desired interactions & standards of behavior 6 years of wireless experience; previous experience in process design, optimization, analysis and documentation Guides and mentors Analysts to produce the same high quality project documentation Provides team leadership for other CEM's and Analysts including consulting support on generally highly complex enterprise initiatives, products, program and offers Documents lessons learned and ability to apply to subsequent projects Contributes in departmental strategy and the development of the roadmap including represent needs at leadership meetings Works as liaison between the FSC and Field Sales teams to ensure a consistent, best in class customer experience which represents the T-Mobile brand. Recognizes and identifies key organizational needs or strategic gaps. Works as liaison between the FSC and Field Sales teams to ensure a consistent, best in class customer experience which represents the T-Mobile brand. team Sets the strategy and works in collaboration with Product Management and Enterprise IT to continuously improve the customer experience; previous the "How". Creates curriculum and tools for training & communicating w/ the field 6 yrs of wireless experience; previous experience working within or supporting Retail or Care channels 6 yrs experience in process design/mgmt including proven success in process design/mgmt including proven succe every major business initiative that impacts the front line. Presents executive summarizing and presenting out the tactical details to the sales field and sales leaders Accountable for completion of all of the actions prior to launch, support during launch, and follow up actions post-launch for the major business initiatives they own Has ownership of the requirements on behalf of all customer-facing channels for all project activities including; concept, assessment, requirements drafting, design, development, communication, and implementation Leads and owns all execution trade-off decisions. Ensures that crossfunctional teams have identified detailed scenarios and use cases, all corresponding risks have been identified and evaluated and solutions are properly selected Leads cross functional teams ensuring that clear understanding of the key customer and frontline experience issues exists and that the solutions being implemented by active projects are aligned to the key drivers of the customer experience Is responsible to foster relationships to provide awareness of channel and customer needs with key organizations outside of the Care channels including but not limited to; Marketing, Finance, IT Serves in a consulting or subject matter expert capacity on enterprise-wide project teams to ensure enterprise-wide integration of reengineering efforts accomplish project activities and objectives Leads cross functional sub-teams on technical solutions needed from systems design Partners with marketing, product development, to influence solutions needed from systems design Partners with marketing of the systems design partners with in a positive way for the front line and customers through the requirements, design, deploy and post launch stages of a project Defines Support of the product or service Ensures seamless implementation of new products & services and applies the Care guiding principles and standards to define desired interactions and standards of behavior Produces high-quality project documentation within or supporting Frontline Employees Experience; previous experience; previous experience in process design/management including proven success design/management including proven success design/management including proven success design, optimization, analysis and documentation Full industry knowledge of customer satisfaction drivers; strong understanding of policy/process impact to frontline employee & customer satisfaction drivers; strong understanding of policy/process impact to frontline employee & customer satisfaction drivers; strong understanding of policy/process impact to frontline employee & customer satisfaction drivers; strong understanding of policy/process impact to frontline employee & customer satisfaction drivers; strong understanding of policy/process impact to frontline employee & customer satisfaction drivers; strong understanding of policy/process impact to frontline employee & customer satisfaction drivers; strong understanding of policy/process impact to frontline employee & customer satisfaction drivers; strong understanding of policy/process impact to frontline employee & customer satisfaction drivers; 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strong understanding of policy/process impact to frontline employee & customer satisfaction drivers; strong understanding Visio High School Degree plus 2-4 years of college preferred (or equivalent in education, experience or training) Ability to interact with customers at a level where they create a best in class experience or training) Ability to interact with customers at a level where they create a best in class experience or training) and organizational skills; problem solver Ability to work various shifts including nights, weekends and holidays Valid driver's license and good driving record Must be willing and able to work a flexible schedule that can include evenings, holidays and overnight shifts Manage Voice of Customer programs to obtain customer journey (pre-trip, during trip and post-trip) Analyze customer satisfaction trend and sharing regular reporting and insights with stakeholders Analyze customer feedback to understand issues and root-causes, then identify opportunities and action plans, and manage execution of identified initiatives to completion Collaborate with various cross functional teams to ensure appropriate products, processes and tools are in place that support a positive customer experience on an on-going basis Work with global customer experience team to manage global customer experience initiatives and localize the projects for cultural relevance and appropriateness Identify opportunities to improve online functionalities to enable customer complaints from regulators/consumer bureaus and build regulatory/consumer bureau relationships to address customer issues Conduct market trend and customer behaviors / attitude Minimum 5 years of experience in customer experience related positions Strong analytical, problem solving and project management skills Passionate about customers are looking for?" Ability to strike balance between business and customer needs - Take ownership for managing the customer set over a strike balance between business and customer needs - Take ownership for managing the customer set over a strike balance between business and customer needs - Take ownership for managing the customer set over a strike balance between business and customer needs - Take ownership for managing the customer set over a strike balance between business and customer needs - Take ownership for managing the customer needs - Take ownership for managing the customer set over a strike balance between business and customer needs - Take ownership for managing the customer set over a strike balance between business and customer needs - Take ownership for managing the customer set over a strike balance between business and customer needs - Take ownership for managing the customer set over a strike balance between business and customer needs - Take ownership for managing the customer set over a strike balance between business and customer needs - Take ownership for managing the customer set over a strike balance between business and customer needs - Take ownership for managing the customer set over a strike balance between business and customer set over a strike balance between business and customer set over a strike balance between business and customer set over a strike balance between business and customer set over a strike balance between business and customer set over a strike balance between business and customer set over a strike balance between business and customer set over a strike balance between business and customer set over a strike balance between business and customer set over a strike balance between business and customer set over a strike balance between business and customer set over a strike balance between business and customer set over a strike balance between business and customer set LOB Baseline and periodically benchmark the customer experience Develop and maintain a pipeline of improvement projects for improvement projects f experience improvement projects ensuring successful implementation, meeting budget and schedule commitments Work with HUE organization to integrate the appropriate tools within Commercial LOB to enhance the customer experience Ensure alignment of Commercial C&PS (Customer & Product Support) activities with larger initiatives and programs deployed to improve E&ES C&PS services Travel up to 20% travel (Domestic, could be some International) BA/BS in Business Administration or Engineering Field 5+ years of experience with the end to end customer touch points Orientation toward process/systems, speed, cost, quality and creating customer value and results Ability to motivate and manage high performance cross-functional teams Experience managing third-party contractors from proposal generation through successful execution Proven ability to work with diverse customers & sales channels Consistent track record for meeting and exceeding objectives Developing a High Performing Team Build and develop a high performance Xperience Team focused on delivering a legendary client experience while creating an environment of trust, mutual respect and genuine concern for individual growth and development Ensure that the Studio is appropriately staffed with a high level Xperience Team Interview, hire and manage qualified and capable Xperience Team members are informed of performance expectations Ensure that all Xperience Team members are provided with the necessary training to perform their job duties and deliver on expected results, evaluations, development plans, coaching and modifying the training plans as necessary to Xperience Team members, partnering with the Studio Director and Human Resources Department as appropriate Properly utilize and maintain personnel files, personnel authorization forms, coaching logs and warning notices Role model and require professionalism from all Xperience Team members Achieving Measurable Results Ensure that clients receive a high level of customer service and that the Studio is kept immaculately clean Train and coach Xperience Team members on customer service policies, procedures, standards and techniques and ensure that all BFX employees consistently provide quality service Drive product sales Regularly interact with clients and obtain, assess and address information on client needs, expectations and levels of satisfaction Respond to client requests and concerns promptly and effectively Determine and analyze reasons for loss of clients and partner with the Studio Director to effectively manage costs, including, but not limited to, costs for labor, supplies and equipment Administer scheduling and bi-weekly payroll for direct reports Creating the TSI Environment Inspire clients and staff to unlock their power of fitness environment Role model and actively promote the flawless execution of BFX's Core Beliefs and Rituals by all Xperience Team members, providing coaching and performance feedback as necessary Ensure relevant and effective action plans are written, executed and followed up on to ensure that the equipment is in good working order Analyze client feedback and partner with other Studio is kept clean and that effectively address the feedback Quickly address any maintenance or equipment issues Execute appropriate OSHA training, instruction and supervision Role model and enforce compliance with all company policies and procedures including, but not limited to, attendance, dress code, time-keeping and code of conduct policies Respond to Xperience Team members' questions, complaints and grievances, working with the Studio Director and Human Resources Department as appropriate 2-3 years of management and people management 1-2 years of group exercise instruction experience in a fitness, hospitality or retail environment, including direct experience in a fitness. Physical demands include ability to walk through all areas of studio, bending and lifting (e.g., picking up towels, restacking of weights, moving of equipment as necessary), and ability to cover group exercise classes Able to work a full-time flexible schedule that meets the needs of the business, including evenings, holidays and weekends AED/CPR Certified AFAA or ACE Primary Group Exercise Certification AA or BA/ BS degree preferred Bachelor's Degree in engineering, supply chain, retail or logistics, quality or similar other business/analytical discipline 5+ years management level experience in a manufacturing, supply chain, retail or logistics, quality or similar other business/analytical discipline 5+ years management level experience in a manufacturing, supply chain, retail or logistics, quality or similar other business/analytical discipline 5+ years management level experience in a manufacturing, supply chain, retail or logistics, quality or similar other business/analytical discipline 5+ years management level experience in a manufacturing supply chain, retail or logistics, quality or similar other business/analytical discipline 5+ years management level experience in a manufacturing supply chain, retail or logistics, quality or similar other business/analytical discipline 5+ years management level experience in a manufacturing supply chain, retail or logistics, quality or similar other business/analytical discipline 5+ years management level experience in a manufacturing supply chain, retail or logistics, quality or similar other business/analytical discipline 5+ years management level experience in a manufacturing supply chain, retail or logistics, quality or similar other business/analytical discipline 5+ years management level experience in a manufacturing supply chain, retail or logistics, quality or similar other business/analytical discipline 5+ years management level experience in a manufacturing supply chain, retail or logistics, quality or similar other business/analytical discipline 5+ years management level experience in a manufacturing supply chain, retail or logistics, quality or similar other business paced company Highly analytical with ability for creative problem solving Experience in business case decision-making, complex problem-solving capabilities and high level of attention to details Ability to Deep Dive and develop innovative ideas for process challenges Process cha use of LEAN tools Proven ability to influence others without having positional authority Excellent English communication skills, both verbally and written Willingness to travel up to 50% of your time within Europe Master's degree and/or MBA is preferred Excellent fulfilment operations experience and knowledge, preferable in 3PL or eCommerce/Fulfillment Center environment Certifications & Mentorship in Six Sigma (Green/Black Belt) or in LEAN Technical Expertise (IT, ERP systems, WMS, Database solutions) with solution-driven approach to systems & processes Creative and ideas-driven in finding new solutions/ designing innovative methods, systems and processes. Curios mind to always learn something new Excellent team player with the ability to work with a wide cross-section of diverse people in various locations Additional European languages, especially German/French Provide world class, innovative customer support in a timely and professional manner Responsible for account service management and renewal planning on tier one accounts (managing 30 to 70 accounts but with a real focus on 10 key accounts) Partner with the Sales teams to proactively identify training opportunities and coordinate training with clients /Key Account Directors /PTC's - with training being conducted via WebEx or in person at the client site Provide user onboarding training to new users Provide timely and quality responses to incoming customer needs are met Develop and grow relationships with customers by understanding their business needs, products and goals and provide solutions to best meet these needs Understands value of product solutions, why/how customers use them Proactively Responsible for ensuring that valuable customer information is being shared in Salesforce/Gateway to provide transparency of customer relationship across DRG Sales support (quote configuration and contracts) Manage and review client reports to determine action steps on accounts Bachelor's degree or equivalent in work experience - ideally a life sciences / pharmaceutical educational background (not a pre-requisite though) Ability to deliver training to clients and be the product expert in the clients eyes Ability to handle customer inquiries and challenges in a patient, calm and effective way Professional maturity Open to coaching and continuous learning 3 - 5 years' experience in account management within the healthcare industry Customer interaction experience both face to face & over the phone Strong knowledge of customer service principles and practices Ability to gain rapport quickly and communicate effectively at all levels Consistently reliable and dependable Ability to critically think and plan ahead Ability to coach and lead by example to other CEM's to help team achieve outlined goals Proven leadership abilities with successful follow through Strong organization skills and ability to multitask Strong reporting skills for customer relationship building Customer-centric, driven by service and revenue Attention to detail and quality Strong reporting skills and analytic capabilities Strong sense of urgency 25 days holiday (increasing with length of service) Pension scheme (5% of annual salary from day 1) Bonus scheme Long term disability insurance Childcare vouchers Experienced fashion retail Store Manager operating within a fast paced environment Customer focused sales floor Ability to motivate and support team members to deliver sales targets, KPIs, capitalising on opportunity to exceed targets Understand the current performance within Aftersales Develop and implement ongoing performance measures that can be presented back to the wider business. by driving the activity through the main customer contacts Support all departments in extracting customer insights and utilise the findings Working to enhance customer journey to increase retention percentage Proactively developing new marketing strategies working closely with the marketing team to create bespoke schemes tailored to local market and needs Ensure maximum use of personalization in copy taking into account behaviors and channels of segment and apply best practices to look alikes Ensure the optimal and relevant customer experiences are delivered across POEM (Paid Owned Earned Media) and decision journey. performance of content and campaign results Define and drive set of marketing deliverables (toolkits, guidelines, and best practices) to help business/opcos to leverage their capabilities Work in close collaboration with marketing agencies to set up and implement our set of marketing deliverables (toolkits, guidelines, and best practices) to help business/opcos to leverage their capabilities Work in close collaboration with marketing agencies to set up and implement our set of marketing deliverables (toolkits, guidelines, and best practices) to help business/opcos to leverage their capabilities Work in close collaboration with marketing agencies to set up and implement our set of marketing deliverables (toolkits, guidelines, and best practices) to help business/opcos to leverage their capabilities Work in close collaboration with marketing agencies to set up and implement our set of marketing deliverables (toolkits, guidelines, and best practices) to help business/opcos to leverage their capabilities Work in close collaboration with marketing agencies to set up and implement our set of marketing deliverables (toolkits, guidelines, and best practices) to help business/opcos to leverage their capabilities Work in close collaboration with marketing agencies to set up and implement our set of marketing deliverables (toolkits, guidelines, and best 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channels and in eCommerce activation and experience in Social cRM Manage a team of Customer Service Representatives with focus on providing an exceptional customer experience, building relationships and clientelling Develop reports, procedures and metrics to ensure customer service satisfaction levels are attained, while fostering a work environment that is committed to superior customer service satisfaction levels are attained. management, partner with internal teams on key issues and trends Pursue opportunities for continuous improvement; provide strategic direction for Customer Experience Team, setting goals and clear deliverables and monitoring performance on a daily/weekly/monthly basis Provide customer service via phone and email relating to the DVF.com website, customer orders and products. Primary contact for all escalated manners Liaise with Ecommerce team on issues regarding products, production issues/damages, re-orders, etc Provide weekly analytics regarding daily calls/email volumes, order management and returns, etc products and product attributes Bachelor's degree required in a related field preferred 4+ years' experience with leadership experience with ZenDesk is preferred excellent written and oral skills to effectively communicate with customers; accurate spelling and grammar Proven ability to interact with customers and colleagues to resolve difficult customer service issues Ability to effectively prioritize and execute tasks in a fast paced environment Self-disciplined and reliable Full operational and functional responsibility for a team of 8 - 15 Ambassadors and 1 Value Expansion Representative in the district Responsible to execute the business development plan, value expansion plan and sales plan to achieve revenue targets, higher profitability. Higher retention rates and higher share of wallet for existing customer base Assist Ambassadors and Value Expansion Representative with growing the business, adding assavs, ensuring contract onducting business reviews with emphasis on pricing/profitability policies Act as a trusted partner for all customers and develop and maintain relationships with all key accounts in the district Responsible for managing and delivery of first line service support and escalations through to resolution Responsible customers contractual obligations and customer adherence to their contractual commitments Implementation of the Abbott customer experience standardized trainings, processes, procedures and reporting in the District Success in this role and in the District success in Service Level (SLA) achievement, customer satisfaction and loyalty NPS scores, and sales revenues Minimum of 5 years proven track record in the Diagnostics Industry with an emphasis on managing say to day sales or service, menu expansion and profitability English proficiency, additional languages are advantageous Successful engagement with customers specifically senior management and key stakeholders Working Healthcare and diagnostics industry knowledge Strong selling and relationship building skills Long term strategic focus on accounts Pragmatic and balanced approach to management combining strategic focus on accounts Pragmatic and balanced approach to management and key stakeholders. orientated behavior to achieve exceptional levels of customer satisfaction by understanding customer needs and overcoming all hurdles and adapting product and service delivery to meet those requirements. This position requires the willingness and ability to travel on a frequent basis up to 4 days per week Assesses the learning needs of the business. unit and BU field personnel who interface with Roche customers. Uses both quantitative methods of identifying needs and validates the needs among key stakeholders Develops a learning plan to address BU needs, POA implementation, and ongoing BU team capability development in terms of delivering the desired customer experience Designs learning interventions to address learning and development needs of assigned BUs Delivers training in collaboration with SMEs Evaluates learning interventions to address learning and development needs of assigned Design manage and control the planning, execution and delivery of best-in class contact center technology services to qualify customer needs, create demand and delivery of best-in class contact center technology services to qualify customer needs, create demand and delivery of best-in class contact center technology services to qualify customer needs, create demand and delivery of best-in class contact center technology services to qualify customer needs, create demand and delivery of best-in class contact 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improvements around the world Work closely with sales and marketing teams to optimize the contact center technology stack within the Marketing teams to optimize the contact center technology stack within the Marketing teams to optimize the contact center technology stack within the Marketing teams to optimize the contact center technologies and analyze performance technology stack within the Marketing teams to optimize the contact center technology stack within the Marketing teams to optimize the contact center technology stack within the Marketing teams to optimize the contact center technology stack within the Marketing teams to optimize the contact center technology stack within the Marketing teams to optimize the contact center technology stack within the Marketing teams to optimize the contact center technology stack within the Marketing teams to optimize the contact center technology stack within the Marketing teams to optimize the contact center technology stack within the 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industry, business trends and new developments Able to execute Marketing strategies in multi-national organizations in partnership with the team Organizations in partnership with various teams Willing to learn new marketing skills as well as sharing knowledge with the team Organizational and customer interfacing skills as well as sharing knowledge with the team organization and presentation skills - both oral and written Masters degree in Marketing or related field LI-ND1 Provide an excellent customer experience for Indigo and PWP customer experience for Indigo and PWP customer significantly above industry standards and improving customer retention Measure customer experience, using NPS, TCE, and Print Beat reports, analyze the results, and report Define the Customer Experience strategy and build a plan to drive an improvement in customer experience, increase customer retention, and win back customers Create cross functional program teams to drive execution on customer experience initiatives in the HP and channel organizations Work closely with channel organizations Collaborate with the sales, business development and service teams in HP to put in places processes and execute on programs Individual contributor Virtual/horizontal/program team leadership Regional responsibility for Asia Pacific and Japan Know Cisco's Commercial GTM model, partner business models, key architectural solutions and sales practices and processes Apply Insights to ID Opportunities & Develop Local Plans and Programs; Package for Local Field, Partners, and Americas Marketing and Communications Partner with East Territory Sales Leaders to Align Marketing Strategy Set East Territory Sales Leaders to Align Marketing and communications Partner with East Territory Program Mix & Cadence; leverage and integrate key driven capabilities and programs emerge Connect and tailor local customer engagement Excel at local execution, including local implementation of local programs/events/campaigns and design & implementation of local progr status, quarterly deep-dive Partner with East Select CXM-Sales counterpart to cross-leverage relevant events, and programs Oversee execution of anchor programs like GO! in CTO, ensuring sales/marketing/channel alignment Participate in/create Operation-level communications, including commit calls, team updates, key overview presentations and more Partner with TBM Manager to align marketing programs with appropriate partners, including via Partner Plus Educate sales, channels and partners, including via Partners, comprehensive marketing strategy Experience leveraging data and designing building plans and initiatives around customer experience A history of building network the strategy experience and current knowledge of Cisco's industry. its customer base and partner business model Demonstrated ability to collaborate in a highly matrixed organization Expertise at building and expanding internal and external relationships A mindset for innovation and creativity Highly organized to ensure multiple strategies, programs and activities are executing as planned Budget management experience Demonstrated facility working with data, surfacing insights and applying them to the business (customer experience in a contact center or support function for technical products Quality Assurance experience validating and measuring the customer experience Passion for tech and the product, technical knowledge/PC knowledge -Gaming systems, software, hardware, etc. Passion for tech and the gaming/tech community Training experience, IE: class based learning, ongoing education, ability to train a team of support specialists Excellent communication skills both at an executive level and among direct reports Ability to drive ongoing change and educate stakeholders on value based improvement initiatives Minimum Bachelor's Degree in related field preferred Design new business processes based on customer requirements and conduct user review sessionsand run stakeholder agreement meetings Translates the strategic direction and business objectives established by clients into holistic strategies and actions Participate in diagnosing the problem and planning and leading the transformation Implement programs/interventions that prepare the organization for implementation of new business processes Leverage Accenture's methods tools, and assets to design and deliver outcomes Identifies, assesses and solves complex business problems for area of responsibility, where analysis of situations or data requires an in-depth evaluation of variable factors Hassome latitude and procedures on the second secon medium to large sized teams and/or work efforts (if in an individual contributor role) at a client or within Accenture Provide thought leadership in the customer Experience and Digital functions Capable to interact at all levels of an organization - from CXO, Head Customer Experience, to working team level Good grasp of Customer Experience , able to analyze data and develop actionable CE insights Proven previous experience in leading consultancy capacity At least 4+ years of experience best practices from various industries with ability to apply it to improve customer service levels Experience in CRM and/or customer experience in consulting for telco industry and/or large scale CRM transformation Ability to meet travel requirements, when applicable Ability to work in a dynamic environment, effectively managing changes within internal/client requirement Have excellent academic skills Outstanding interpersonal and client/stakeholders around alignment to new strategies, thinking and complex change agenda Bachelor's Degree or equivalent Excellent communication (written and oral) and interpersonal skills Excellent leadership or management ability. or equivalent work experience Proven customer service skills and experience Proven customer service skills and experience Proven customer service skills and experience Proven customer service skills. Ability to lead and direct a team Well-developed analytical, problem solving and coaching skills Excellent organizational, strategic planning and leadership skills Excellent interpersonal, verbal, and written communication skills Working knowledge of personal computers and basic desktop & office applications Familiarity with mutual fund operations or general call center operations is preferred Minimum of four years' experience in Mutual Fund Operations Ability to construct reports using software reporting tools Familiarity with shareholder recordkeeping systems Experience with adjustment process Basic understanding of project management methodology and procedures Demonstrated comprehension of call evaluation process and NQR guidelines Series 6 and/or 7 and 63 licensing preferred Develops and owns the comprehensive executive summaries to senior level leaders within the corporate environment while also summarizing and presenting out the tactical details to the sales field and sales leaders Oversees teams and/or manages the execution of creating business process mapping and documentation Leads and owns all execution trade off decisions. Ensures that cross functional teams have identified and sales leaders of the execution of creating business process mapping and documentation. evaluated and solutions are properly selected Is responsible to foster relationships to provide awareness of channel and customer needs with key organizations, Marketing, Finance, IT Solves complex, multi-faceted problems facing day-to-day operations; deliver simplified solutions that allow the department to seamlessly provide customer services and applies the Sales Operations; deliver simplified solutions that allow the department to seamlessly provide customer service excellence. standards of behavior 6 years' experience in process design, optimization, analysis and documentation 4 years project or program management 5+ years of leadership experience or similar cross-functional program leadership role Proven ability to translate business strategies into customer centric actions that drive results Ability to act as an owner, provide options, drive consensus and make decisions Ability to flex both analysis and program/project management skills. (Able to go deep into detail on escalations) Collaborative, solution oriented approach Bachelor's degree preferred. 5 Years of experience combined in a retail management and/or program management role in lieu of degree is acceptable Develops and owns the comprehensive execution plans for every major business initive that impacts the front line. Presents executive summaries to Senior level leaders within the corporate environment while also summarizing and presenting out the tactical details to the Care leaders Accountable for completion of all of the actions prior to launch, support during launch, and follow up actions post launch for the major business initives they own Has ownership of the requirements drafting, design, development, communication, and implementation Produces high-quality project documentation with no assistance. Guides and mentors Analysts to produce the same high quality project documentation because and ability to apply to subsequent 3-5 years of wireless experience; previous experience working within or supporting Retail or Care channels 3 years project or program management Full industry knowledge of customer satisfaction Building and leading the Complaints and escalations team Management of the team including succession planning and talent management Monitor, review and report on all complaints/customer service related issues to the business A clear understanding of the contract, service level agreements and all necessary legislation associated with service delivery Relationship management Third Party supplier procurement and management Be able to demonstrate previous success in a similar senior level role within a commercial business area or professional services environment A proven and demonstrable experience of managing people Possess sound knowledge of learning management systems and web delivery tools Be able to demonstrate a methodical, logical and intelligent approach to problem resolution Possess proven organisational skills capable of handling multiple assignments and web delivery tools Be able to demonstrate a methodical, logical and intelligent approach to problem resolution Possess proven organisational skills capable of handling multiple assignments and web delivery tools Be able to demonstrate a methodical, logical and intelligent approach to problem resolution Possess proven organisational skills capable of handling multiple assignments and web delivery tools Be able to demonstrate a methodical, logical and intelligent approach to problem resolution possess proven organisational skills capable of handling multiple assignments and web delivery tools Be able to demonstrate a methodical, logical and intelligent approach to problem resolution possess proven organisational skills capable of handling multiple assignments and web delivery tools Be able to demonstrate a methodical, logical and intelligent approach to problem resolution possess proven organisational skills capable of handling multiple assignments and web delivery tools and intelligent approach to provide the provide th marketing teams to ensure exhibits and content are current and relevant Market and manage the VIP customer briefing program internally Create and procedures in support of the program's overall objectives Create, drive, and oversee effective scheduling policies for visits, briefings, and the conference center Support corporate sales objectives by providing a professional solutions demonstration and meeting environment in which to conduct briefings Set customer experience program goals and objectives Develop partnerships with senior management, product marketing, segment and solution marketing, segment and neeting environment in which to conduct briefings Set customer experience program goals and objectives Develop partnerships with senior management, product marketing, segment and solution marketing, segment and solution marketing environment in which to conduct briefings Set customer experience program goals and objectives Develop partnerships with senior management, product marketing, segment and solution marketing environment in which to conduct briefings Set customer experience program goals and objectives Develop partnerships with senior management, product marketing, segment and solution marketing environment in which to conduct briefings Set customer experience program goals and objectives Develop partnerships with senior management, product marketing, segment and solution marketing environment in which to conduct briefings Set customer experience program goals and objectives Develop partnerships with senior management, product marketing, segment and solution marketing environment in which to conduct briefings Set customer experience program goals and objectives Develop partnerships with senior management. discussion leaders Oversee and maintain responsibility for the briefing center facility and conference center, including operating infrastructure, customer-focused logistics, and relationships with external and internal vendors and partners Develop and be accountable for the operating budget Lead the build out of a new executive briefing center working with vendors, partners, suppliers, and project manager Train and develop briefing program staff Manage daily operation of the executive briefing center including staff and vendors Compile, analyze and manage reporting of all significant program metrics Assess program quality and performance; implement quality improvements Lead discussions, deliver demonstrations and otherwise execute/participate in briefings as needed Develop template agendas for solution areas Facilitate briefings as needed: open briefing Oversee maintenance of briefing program intranet website Implement and manage a briefing management system Actively participate in industry and stakeholder organizations Develop future plans Assess staffing needs, appropriate resources, staff and equipment Maintain relationships with internal users and senior management to ensure their objectives are being met Capture key customer feedback for input to corporate business intelligence system Knowledge of Building products and services Effective interpersonal skills Well-developed prioritization, organization and planning skills Works effectively across all levels in the organization Excellent judgment; functions well under pressure Ability to participate as a team member and team leader Ability to facilitate collaboration by providing leadership in a cross-discipline team environment Adaptable to a rapidly changing environment Possess the ability to handle ambiguous work problems and/or environments Is an independent self-starter capable of identifying, assigning or completing tasks with a minimum level of supervision Inspires others to achieve breakthrough performance Ability to visualize strategic direction and create structures and policies to attain a vision; motivational skills Ability to interact with staff across the board including the executives, facilities staff, vendors, and key customers Proven experience with large scale projects managing client, vendors and internal stakeholders. Familiar with marketing strategy and go to market strategies Multi-national and Fortune 500 company experience is required Strategic branding and positioning experience is required High competencies in PowerPoint, Excel, Word, SharePoint and Photoshop Proactive and results driven individual who thrives in a fast paced and dynamic environment Highly motivated team player with an ability to handle a fast paced environment of change Minimum 3 yrs experience managing and driving Channel partners' performance Experience in data analytics and familiarity with visualization tools Excellent verbal and written communicate concisely and adapt to audience E in conjunction with rental car operations teams across the division Primary contacts will be Brand Marketing, eCommerce, Customer Insights & Analytics, Ancillary Revenue, Pricing/Revenue Management, and Sales Lead defining and communicating the brand marketing, eCommerce, Customer Insights & Analytics, Ancillary Revenue, Pricing/Revenue Management, and Sales Lead defining and communicating the brand marketing, eCommerce, Customer Insights & Analytics, Ancillary Revenue, Pricing/Revenue Management, and Sales Lead defining and communicating the brand marketing, eCommerce, Customer Insights & Analytics, Ancillary Revenue, Pricing/Revenue Management, and Sales Lead defining and communicating the brand marketing, eCommerce, Customer Insights & Analytics, Ancillary Revenue, Pricing/Revenue, Pricing/Rev Dollar customers better than anyone else - become the subject matter expert in everything about the Dollar customer, including how the overall experience across a journey vs. individual touchpoints impact customers, including how the overall experience initiatives. Execute against initiatives and development efforts to ensure customer experience programs meet goals. Deliver against objectives and partner with analytics team members to track, measure, and report performance Develop and grow meaningful partnerships with companies that accelerate the transformation of Dollar as the leading brand Identify opportunities for new products and services customer experience to incorporate into future projects are done in a timely manner and within budget 5+ years of lanning to maximize effectiveness Ensure all projects are done in a timely manner and within budget 5+ years of lanning to maximize effectiveness Ensure all projects are done in a timely manner and within budget 5+ years of lanning to maximize effectiveness Ensure all projects are done in a timely manner and within budget 5+ years of lanning to maximize effectiveness Ensure all projects are done in a timely manner and within budget 5+ years of lanning to maximize effectiveness Ensure all projects are done in a timely manner and within budget 5+ years of landing to maximize effectiveness Ensure all projects are done in a timely manner and within budget 5+ years of landing to maximize effectiveness Ensure all projects are done in a timely manner and within budget 5+ years of landing to maximize effectiveness Ensure all projects are done in a timely manner and within budget 5+ years of landing to maximize effectiveness Ensure all projects are done in a timely manner and within budget 5+ years of landing to maximize effectiveness Ensure all projects are done in a timely manner and within budget 5+ years of landing to maximize effectiveness Ensure all projects are done in a timely manner and within budget 5+ years of landing to maximize effectiveness Ensure all projects are done in a timely manner and within budget 5+ years of landing to maximize effectiveness Ensure all projects are done in a timely manner and within budget 5+ years of landing to maximize effectiveness Ensure all projects are done in a timely manner and within budget 5+ years of landing to maximize effectiveness Ensure all projects are done in a timely manner and within budget 5+ years of landing to maximize effectiveness Ensure all projects are done in a timely manner and within budget 5+ years of landing to maximize effectiveness Ensure all projects are done in a timely maximize effectivenes demonstrated knowledge in a customer service, with experience in operations and sales. Rental car experience is a plus Understanding of customer experience is a plus Understanding of customer experience in operations and sales. Rental car experience is a plus Understanding of customer experience is a plus Understanding of customer experience. contact for CS and the following teams: Retail, Logistic, Technical Teams, Seller Support, Knowledge Management, Fraud, Payments Act as the point of contact for Int'l Markets CS for Latin America and Global Customer Experience end keyen Metrics (FCR, HMD, CPU, concessions etc), including participation in the LSC Meetings Identify customer pain points and proactively drive improvements Identify and challenge any negative effects on the Customer Experience prior to new launches Manage customer impacting issues as they come up in a troubleshooting mode Provide analyses to management on customer experience impacting issues Manage the Customer Experience or equivalent Amazon experience or equivalent Amazon experience or equivalent Amazon experience or equivalent Amazon experience in Customer Service area with 2+ years in liaison/team leadership roles in a contact center environment Experience of Amazon's customer service processes and proven track record of Customer Obsession Demonstrable proficiency of Microsoft Office including Excel, SharePoint, Word and PowerPoint Ability to deep dive/analyze customer related data and draw conclusions leading to improvement initiative recommendations Excellent written and oral communication skills in Portuguese, Spanish and English, across various cultural backgrounds and functional areas, and within all levels and across all departments as appropriate Superior judgment, diplomacy and tact Willingness to speak up even in the midst of adversity Bias for action, takes responsibility/ownership and delivers 2+ years of team management experience managing a group of 20+ Project/program management experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experience and/or key contributor for a site/service launch Previous experienc experience across the customer lifecycle, including both 'happy' and 'unhappy' path scenarios Prioritising required changes based on impact on Customer Experience, Net Promoter Score, and financial benefit Using customer insight, process understanding, and financial benefit Using customer insight, process understanding, and financial benefit Using customer insight, process understanding, and financial benefit the customer experience Being the advocate of the customer within their respective operational teams, technology, shared services) to ensure commitment to required changes Playing a leading role in the championing of customer advocacy across the organisation Holistic thinking - being able to develop process specific customer experience change and understand its impact across channels and operating units of the business Extremely strong analytical skills, able to assess and interpret data quickly and accurately and assess the operational and financial impact of customer experience change Collaborative yet challenging; able to present a compelling data-driven case for customer experience change and influence more senior stakeholders Bring customer experience in AWS by coordinating other supporting functions. regarding AWS processes which matters; onboarding, contract, payment and invoice Daily support to account team to handle customer-facing operation work Summarize process efficiency & effectiveness BA/BS degree or equivalent practical experience Internship or professional experience in sales, marketing, customer services, or consulting Ability to speak and write in Korean and English fluently Fast learning and organized Experience in troubleshooting or resolving customers queries Ability to multi-task and manage multiple projects Technical background to understand the cloud Previous experience in identifying a target customer experience and guiding stakeholders through change to successfully and consistently deliver Experience in a customer facing sales or banking position - ideally from within Commercial and/or Agri-business Exemplary communication skills both verbal and written Proven ability to think analytically, conceptually and strategically from within Commercial and/or Agri-business Exemplary communication skills both verbal and written Proven ability to think analytically from within Commercial and/or Agri-business Exemplary communication skills both verbal and written Proven ability to think analytically and strategically from within Commercial and/or Agri-business Exemplary communication skills both Strong relationship management skills - able to build rapport with business stakeholders Previous Change Management experience Project and time management skills with the ability to work in an environment of dynamic prioritisation and independent thought Is responsible to foster relationships to provide awareness of channel and customer needs with key organizations outside of the Sales or Care channels including but not limited to; Marketing, Product Development, PMO, EPMO, , Learning & Develo of the product or service At least 18 years of age Legally authorized to work in the United States Pre-employment background screen LI-RD-AR1 Partner with Regional Goals Lead, coach and develop two Customer Experience Specialists Proactively identify regional customer experience and front end opportunities and support Customer experience opportunities and front end needs and provide direction to positively impact performance Facilitate regional customer experience and front end training programs Partner with HR to oversee talent development and training program for Front End and Assistant Front End and Assistant Front End and Assistant Front End Managers Responsible for regional front end expense Develop, promote, drive and report on customer experience and front end efficiency contests Complete store visits designed to reinforce customer experience standards and behaviors and drive front end efficiencies through reinforcement of company-wide initiatives and projects Oversees the IKEA shopping and brand experience ensuring that customers feel that "I can shop - I like to shop - I like to shop - I love to Shop" at IKEA, driving repeat visitation and loyalty to IKEA across all channels, on a national level Directs the mind-set change and develop the support needed in creating a caring meeting with customers across all channels, where co-workers are engaged, stimulated, and approach each contact with a multichannel mind-set Oversees the seamless home to home shopping experience in all channels meeting, joyful, welcoming, family-friendly, and consistent experience in every contact Partners with the global organization and secures development and execution of national & global initiatives, as well as networks with international colleagues to share good ideas and best practices Oversees the web, digital, and ecommerce growth for IKEA US Maintains that cross-functional processes are in place to deliver a seamless experience across all digital & physical channels to meet the needs of current and potential IKEA customers Oversees the delivery of e-commerce P&L commitments, Customer Support Center KPI's, and National ICSS/Customer experience across the entire consumer journey Directs and manages the development of the future roadmap for the customer experience, anticipating future customer needs, expectations, and shopping experience connected to all customer service, loyalty and active selling business Knowledge of IKEA strategic landscape Knowledge of the contact center business, customer service, loyalty and active selling business Knowledge of IKEA strategic landscape Knowledge of the contact center business, customer service, loyalty and active selling business Knowledge of IKEA strategic landscape Knowledge of the contact center business, customer service, loyalty and active selling business Knowledge of IKEA strategic landscape Knowledge of IKEA strategic landsc profit and loss and the key performance indicators used within IKEA Knowledge of business and management principles involved in strategic planning, resource allocation and leadership technique Knowledge of market research and customer insight Knowledge of market research and customer insight Knowledge of market research and customer insight Knowledge about market research and customer insight Knowledge of market research and customer insight Knowledge of market research and customer insight Knowledge of market research and customer insight Knowledge about market research and customer insight Knowledge of exceeding business priorities Knowledge and understanding of customer service standards, routines and best practices Knowledge in change management Knowledge in communicating and coaching Knowledge of Applicable policies, laws and regulations Knowledge of Applicable policies, laws and regulations Knowledge in change management Knowledge of Applicable policies, laws and regulations Knowledge of Applicable policies, laws and regulations Knowledge in change management Knowledge in change management Knowledge in change management Knowledge of Applicable policies, laws and regulations Knowledge in change management kn Partner cross functionally with organizational teams, internal and external clients, management and others in driving change within Home Depot 25% - Develop Recommendations: Prioritize issues and brainstorm/develop solutions and recommendations: Prioritize issues and brainstorm/develop solutions and recommendations by working with a diverse group of people (store leaders and associates, merchants, internal and external teams, vendors, etc 25% - Evaluate Results: Analyze the financial results of initiatives by walking stores, talking to associates and customers and interviewing merchants 25% - Project Management: Handle the day to day issues associated with implementing a new initiative. These may include working with store planning, visual merchandising, store and divisional associates. Use diverse problems and communicate the solutions Strong Analytical and guantitative skills A Master's Degree is preferred; bachelor's degree is required. (5 years of work experience is preferred) Provides strategic direction and manages the ongoing performance of the Business lines Leads stakeholders, articulates the customer's needs to the business teams to drive strategic decisions Serves as Voice of Customer and Subject Matter Expert (SME) for business lines Directs internal and external resource teams to provide qualitative and quantitative information to manage the ongoing performance of the Business teams such as Product, Marketing, Sales, etc... Drives the contact center reams for improvement Resolves issues, problems, status and successes working with key stakeholders and teams Creates reporting and metrics that are sufficient and scoped Develops strategies with Product, Marketing and Sales that lead to the overall improvement in retention, CSAT and call center measurements Owns and drives initiatives to optimize brand performance Creates and implementation activities and activities activ Identifies risks and risk plans; manages and mitigates risks Owns the continuous improvement of standards, practices and tools for the Business lines managed Drives daily and monthly contact center performance utilizing contacts, service levels, and improvement opportunities for the support of our consultants and clients Provides input and feedback that contributes to the overall plans to scale the call center teams using both in-house and outsource models based on business growth, historical contact volumes, seasonal trends, service goals and budget guidelines Leads the organization in assessing the development and products to drive customer satisfaction and loyalty Identifies, recommends and implements improvements as necessary Leads Key Initiatives Responsible for all aspects of design, development and deployment in assigned projects Scope management- ensuring the project includes all work required for successful delivery Plan management- developing plan, including detailed work plans and managing the project outcomes meet requirements Risk management- identifying, analyzing and responding to project risks Business management- leverages results from call listening, gathers pertinent data and trends for call monitoring and feed info back to business teams (Product, Marketing) Reporting, review data provided by multiple sources to determine needs, trends etc Works with Call Center contacts to gather info, implements projects Launch and general oversight of all relevant Business initiatives defines, organizes, plans, leads, coordinates, controls and executes complex work efforts to delivery, approves all Provides input and overall approval for any required agent scripting, IVR scripting, and knowledge base updates Reviews and approves business line escalation processes when needed Maintains knowledge of ECS's products and internal business operations and related strategies Supports and contributes to achieving company and departmental goals and objectives Adheres to all company departmental goals and objectives and contributes to achieving company and departmental goals and objectives and contributes to achieving company and departmental goals and objectives and contributes to achieving company and departmental goals and objectives and contributes to achieving company and departmental goals and objectives and contributes to achieving company and departmental goals and objectives and contributes to achieving company and departmental goals and objectives and contributes to achieving company and departmental goals and objectives and contributes to achieving company and departmental goals and objectives and contributes to achieving company and departmental goals and objectives and contributes to achieving company and departmental goals and objectives and contributes to achieving company and departmental goals and objectives and contributes to achieving company and departmental goals and objectives and contributes to achieving company and departmental goals and objectives and contributes to achieving company and departmental goals and objectives and contributes to achieving company and departmental goals and objectives and contributes to achieving company and departmental goals and objectives and contributes to achieving company and departmental goals and objectives and contributes to achieving company and departmental goals and objectives and contributes to achieve and contributes to achieve and contributes to achieve and contributes and contributes to achieve and contributes and contrib regular status reports in a timely manner Proactively works project issues and keeps management informed about critical issues and their resolution Actively participates in team meeting and project update sessions Bachelor's degree or equivalent experience Strong project management and organizational skills Strong customer service leadership experience along with call center experience Strong leadership skills Highly motivated and able to take initiative; demonstrated ability to work with minimal supervision Ability to adapt, thrive and lead through change Strong teambuilding and teaming skills Ability to communicate effectively with both IT and the business Demonstrated expertise in organizing teams Experience negotiating with and influencing internal and external team members Very good judgment, willingness to make decisions and ability to push back when appropriate Highly reliable to follow through on commitments This position is a key member of the Customer Experiencer team with responsibility in complaint resolution The role maintains strong working relationships with range of stakeholders in Global functions and business units to ensure consistent customer service excellence and the achievement of RBWM plan and in accordance with regulatory requirements The jobholder will need to have strong communication, negotiation and critical thinking skills as well as the ability to make decisions and judgment calls on a daily basis Day to -day internal working and remediation of issues Handling customer complaints (verbal, electronic and mail) and resolution across all RBWM channels Referrals to Regulatory bodies/Reputational impact Minimum of 3 years proven and progressive customer relationships Sound knowledge of the Bank's operations, products, policy, procedures and delivery systems Strong knowledge of customer hase in the target market Understanding of analytics, customer hase in the target market Understanding of analytics and obtain information relevant to the programs Knowledge of products, processes and pertinent regulations affecting their delivery Bachelor's degree in business, related field or equivalent experience Proven organizational, analytical, decision-making, lateral thinking, influencing and interpersonal skills Strong verbal and written communication skills and diplomacy to seek co-operation from business units and influence management in resolving complaints to produce customer satisfaction Strong ability to credibly interact with senior management Highly developed inter-personal skills for dealing with a diverse range of stakeholders. workload, adapt and respond quickly to changing demands and market conditions 5+ Years' of experience in Customer Experience / Contact centre domain in and renowned Telecommunication operator Good understanding of the Telecommunication operator Good understanding operator Good understanding opera Basic understanding of Charging and Billing Technology (Huawei) Basic Project Management skill MBA preferred PRINCE2 Foundation preferred PRINCE2 Foundation preferred Identify and champion areas of differentiation for the Co-Brand Partnership Card programs Act as the "voice of the partner" in the many enterprise TD and USBC projects that will touch/impact the partnership programs Establish and maintain an understanding of the current state of customer experience within the Co-Brand partnership Cards business Provide input and guidance to a vision for customer experience focusing on opportunities for organizational effectiveness Lead consumer experience within the functional operations teams and front office groups to influence product, process, policy and marketing initiatives Ensure Co-Brand Partnerships are added, spearhead the strategy and building of a Customer Experience team for the Co-brand Partnership business Lead the development of next generation capabilities that will create a world-class customer experience for Bankcard via all customer contact channels Identify and champion areas of differentiation for TD Bank within the customer experience space Develop Customer Experience strategy across the Consumer & Business segments and deploy solutions that drive consistently strong and industry leading interactions for our targeted segments Lead and develop consistent delivery of consumer value proposition for the line of business Provide input and guidance to a vision for customer experience that focuses on opportunities for increased organizational effectiveness Lead Consumer Experience Governance: works closely with the functional operations teams and front office groups to influence product, process, policy, marketing decisions Establish and maintain understanding of current state of customer experience within Bank Card Lead the digital, phone, and mail touch points around the customer experience and touch point Prioritizing team assignments and efforts Supporting and enhancing the OA methodologies to ensure delivery of predictable, high-guality product releases Helping to define guality product releases Helping inventories to drive efficiency and productivity across the organization Timely identification and mitigation of technical risks, helping the team remove impediments Collaborating with counterparts distributed across the US, Canada, and India to ensure proper integrations of products and services Communicating the status and key quality metrics to leadership teams, and help drive improvement as necessary Participating in development plan and performance reviews of direct reports Reinforcing company values and culture in day-to-day behaviors, management style, and expectations of employees Bachelor's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree in Computer Science or similar discipline required, Master's degree or similar discipline required, Science or similar discipline required, Master's degree or similar discipline required, Mas degree preferred 3-5 yrs direct management experience with quality assurance teams 10+ years of software quality assurance or software development, delivering incremental software with high quality A solid engineering foundation indicated by a demonstrated understanding of product design, life cycle, software development practices, and support services Demonstrated people management skills include an ability to organize and motivate a team, analyze and resolve risks, execute a project plan and communicate status accurately Software Domain analyst or Business analyst experience, an asset Proven ability to convey complex ideas to others in a concise and clear manner Some travel may be required to our locations in Montreal and India Ability to stay current and have a passion for new technologies Experience testing SAAS cloud-based applications, an asset Manages execution of the customer experience through effective planning, prioritizing, communication and follow up Facilitates internal/external communications to ensure messaging strategies and toolsets are consistent and align to target service objectives. quality of the customers experience and associating service Coordinate the reporting lifecycle to ensure adherence to PCM practices and satisfaction of client data requirements Establish relationships with primary client stakeholders as a trusted advocate and service coordinate the reporting lifecycle to ensure adherence to PCM practices and satisfaction of client data requirements establish relationships with primary client stakeholders as a trusted advocate and service coordinate the reporting lifecycle to ensure adherence to PCM practices and satisfaction of client data requirements establish relationships with primary client stakeholders as a trusted advocate and service coordinate the reporting lifecycle to ensure adherence to PCM practices and satisfaction of client data requirements establish relationships with primary client stakeholders as a trusted advocate and service coordinate the reporting lifecycle to ensure adherence to PCM practices and satisfaction of client data requirements establish relationships with primary client stakeholders as a trusted advocate and services planning and delivery advisor Work in close collaboration with other PCM services and services and services planning and delivery advisor Work in close collaboration with other PCM services and services planning and delivery advisor with other planning and the planning advisor with other planning and the planning advisor with the planning adviso delivery teams to identify and prioritize cross functional service delivery and customer experience projects Drive client penetration efforts by sharing of all insights with a multi-functional team consisting of sales, pre-sales, and services leadership Work with PCM and client teams to identify the people, process, and technology capabilities required to deliver desired customer experiences in market, and then plan for the implementation of those experiences Analyzing "voice of the customers are satisfied/dissatisfied, along with the attitudes, motivations, etc. to develop deep insights into customer needs and behaviors Minimum 10 years of working experience post-college. Minimum 5 years expense in customer Service Management and organizational skills Passionate and Jaybird lifestyle enthusiast Good sense of humor Courteous and respectful Humble and embraces feedback from customers and superiors Authentic and honest: Will not make up stories to excuse whatever situation we are in Focus on finding solutions for our customers and making them feel happy. One touch resolution in all areas possible Reliable: provide a solution by the end of the call, follow up and execute on it Transform unhappy customers into Jaybird brand lovers Should connect with the product and the consumer BS/BA or equivalent experience in customer service and 5+ in customer service and 5+ in customer service management Strong and verifiable knowledge of customer service and 5+ in customer service and 5+ in customer service and 5+ in customer service management Strong and verifiable knowledge of customer service and 5+ in customer service and 5+ i

and Android operating systems Independent decision-making abilities Experience in the launch of new product and sustaining product quality throughout the product development, sales, distribution, and manufacturing teams Experience managing vendor performance data Experience interacting confidently with all levels of the organization Strong project and change management experience strategy and execution including systems, people and investment resources Analyze and create weekly and monthly sales reports and market feedback from internal and external sources to identify key issues, trends, opportunities and market share growth/decline for use in marketing and sales planning purposes Drive external customer satisfaction as determined by Net Promoter to exceed best in class benchmarks Develop a thorough understanding of all products and services across Kryptonite's global product lines and utilize that understanding to provide customers with solutions around their total opening Manage social media outlets from a customer experience perspective, ensuring customers' comments are answered on time and with detailed information Responsible for employee engagement and development including such aspects as performance management, coaching, training, deployment, attendance, rewards and recognition Manage and drive consumer interactions across various interactions a costs of the work, business priorities and impact on future business Develop and lead projects that will drive improved processes and productivity through the Consumer Loyalty to Allegion Ensure effective communication to internal and external customers regarding product issues or concerns Drive the use and accuracy of data entered into CRM Analyze data from multiple sources to identify trends and drive improvements Work with sustaining engineering and operations to Customer Care organization as needed Drive increased employee engagement Take ownership of escalated, on-going customer issues and drive them through to resolution. This may include site visits, facilitating RMAs, and/or working with local partners to solve Allegion customer issues Partner with operations, engineering, SIOP, manufacturing, product quality council and technical support teams on delivery experience and driving continuous improvement oversee the warranty replacement, Anti-Theft protection program and refund management function Manage department costs to budget; provide input to our annual operating plan Develop and maintain strong relationships with key business. stakeholders Be results and team oriented and foster that culture with others Maintain awareness of all Allegion policies, guidelines, and procedures to ensure compliance Help drive a consistent organizational issue management and complaint handling system within Allegion as part of our overall customer experience strategy to identify issues in the field, escalate appropriately within the organization for systemic issue resolution and communicate as needed to effectively close the loop Bachelor's degree or related experience within the consumer packaged goods industry is desired Understanding of specialized or unique customer needs and expectations Collaboration and strong interpersonal skills Customer-centric with the ability to balance both customer benefits and business financials effectively Able to take a "big picture" view of the Company's brand and understand what customer feedback means to the Company's brand and draw conclusions and insights to help improve results Ability to work with functional groups and different level of employees to effectively and professionally achieve results Strong written and oral communication skills; ability to accomplish multiple tasks within the agreed upon timeframes through effective prioritization of duties and functions in a fast paced environment Self-motivated; able to work both independently to complete tasks and respond to department requests and with others to utilize their resources and knowledge to identify high quality solutions Between 5-10 years of marketing and/or customer experience/brand management experience To innovate and identify new market trends on digital customer Experience for them in the Automation Industry together with stakeholders from Industry Digital Community High school diploma required Advanced education (Post Secondary, College or University) with business emphasis on Excel, Windows applications, e-mail, etc Experience in computer installation preferred Prior Greyhound experience preferred Ability to manage multiple locations - up to 55 locations Prior experience in internal and external customer service preferred Selected geography's require bi-lingual (French or Spanish) fluency Bachelor's degree (General Business, Hospitality or Transportation) Customer service experience (3-5 years) Financial analysis, marketing/merchandising and human resources experience (1-3 years) Management/Supervisory (required) Customer relationship management, vendor management, and problem management Technology environments and operations support to provide the services to various business areas of the firm both on and off shore; and, Liaising with Market Office Leaders to ensure consistency of service delivery in the market and coordinating with Market Office Leaders to ensure consistency of service delivery in the market and coordinating with Market Office Leaders to ensure consistency of service delivery in the market and coordinating with Market Office Leaders to ensure consistency of service delivery in the market and coordinating with Market Office Leaders to ensure consistency of service delivery in the market and coordinating with Market Office Leaders to ensure consistency of service delivery in the market and coordinating with Market Office Leaders to ensure consistency of service delivery in the market and coordinating with Market Office Leaders to ensure consistency of service delivery in the market and coordinating with Market Office Leaders to ensure consistency of service delivery in the market and coordinating with Market Office Leaders to ensure consistency of service delivery in the market and coordinating with Market Office Leaders to ensure consistency of service delivery in the market and coordinating with Market Office Leaders to ensure consistency of service delivery in the market and coordinating with Market Office Leaders to ensure consistency of service delivery in the market and coordinating with Market Office Leaders to ensure consistency of service delivery in the market and coordinating with Market Office Leaders to ensure consistency of service delivery in the market and coordinating with Market Office Leaders to ensure consistency of service delivery in the market and coordinating with Market Office Leaders to ensure consistency of service delivery in the market and coordinating with Market Office Leaders to ensure constraints and coordinating with the market and coordinating with the market and coordinating with the market and coordinating Develops and owns the comprehensive execution plans for every major business initiative that impacts the front line. Presents executive summarizing and presenting out the tactical details to the sales, ops and underwriting leaders Is responsible to foster relationships to provide awareness of channel and customer needs with key organizations outside of the Operations, Underwriting and Sales channels including but not limited to; Marketing, Communications, Product Development, PMO, Learning & Business, Finance, Economics, Business Administration or related discipline A minimum of 5 years in Project or Change Management including proven success in process design, optimization, analysis and documentation Full industry knowledge of customer satisfaction drivers; strong understanding of policy/process impact to the front line employees and customer satisfaction Previous experience managing teams with cross-functional program leadership skills Manage complaints, data and metrics for the customer experience Create dashboards / feedback to provide the business Lead projects and track / manage updates Monitor and craft call experience team, including performance, communication and overall standards of delivery Manages, develops, coaches and motivates Employees to achieve the group's accountabilities related to Customer escalations, ensuring compliance with the Complaint Handling Policy Align reporting to Chairman's Service Center, ensuring accuracy and integrity of data Ensures that results are communicated to Lines of Business accurately and within a timely manner Assumes additional responsibility related to high level assignments Interacts with Regulatory bodies and agencies to respond to Customer escalations Assists in projects with and for Customer Experience partners bank wide Provides leadership and direction to enhance and improve processes and practices within the department Leads and applies the performance development Maintains strong relationships with partners and peers by sharing best practices, knowledge and leveraging experience Ensures ongoing training and development of staff and assist with training and development of staff and assist with training and development and training and development and training and development efforts Provides mentoring and development of staff and assist with training and development efforts Provides mentoring and development efforts Provides mentoring and development and training and development efforts Provides mentoring and development e action plans and conducts performance reviews Enhances reward and recognition programs Participates in meetings and coaching sessions Work with other related activities Ensures department is positioned for satisfactory audits and exams Ensures that team members successfully complete all required online training and that Compliance/Risk controls are followed Adheres to TD Banks Code of Conduct Define the overall program strategy in alignment with channel and enterprise goals Establish the overall program strategy in alignment with channel and enterprise goals Establish the overall program strategy in alignment with channel and enterprise goals Establish the overall program strategy in alignment with channel and enterprise goals Establish the overall program strategy in alignment with channel and enterprise goals Establish the overall program strategy in alignment with channel and enterprise goals Establish the overall program strategy in alignment with channel and enterprise goals Establish the overall program strategy in alignment with channel and enterprise goals Establish the overall program strategy in alignment with channel and enterprise goals Establish the overall program strategy in alignment with channel and enterprise goals Establish the overall program strategy in alignment with channel and enterprise goals Establish the overall program strategy in alignment with channel and enterprise goals Establish the overall program strategy in alignment with channel and enterprise goals Establish the overall program strategy in alignment with channel and enterprise goals Establish the overall program strategy in alignment with channel and enterprise goals Establish the overall program strategy in alignment with channel and enterprise goals Establish the overall program strategy in alignment with channel and enterprise goals Establish the overall program strategy in alignment with channel and enterprise goals Establish the overall program strategy in alignment with channel and enterprise goals Establish the overal support activities, and requirements. Articulate the tactical inputs & outputs. Set stakeholder expectations and ensure that deliverables are aligned with program health and progress towards program goals Develop strong cross-functional working relationships and stretch the performance of internal and vendor resources Adjust resources and organizational structure as the focus and goals of the program change to ensure efficient delivery of results Influence and manage the factors that create change and scope creep. Help others understand the implications of changes; negotiate with stakeholders, vendors and internal teams to keep the program on track Perform program resource spending 6+ years of formal project / program management work experience Successful track record in managing large programs at Fortune 500 companies Leadership skills in strategic thinking, relationship building & influencing, results focus and inspirational leadership Excellent program and project management knowledge, including the ability to oversee the formal planning, tracking, and reporting of program performance Advanced knowledge of and experience with resource management, including experience with financial principles, forecasting techniques, and the ability to analyze and prepare complex budgetary statements and to calculate ROI Deep understanding of ecommerce, telesales, digital marketing, and supply chain operations Understanding of the wireless industry and financials including channel performance metrics and KPIs Excellent analytical and communication skills in Excel, PowerPoint, and Office products Ensure a great IKEA shopping and brand experience to drive repeat visitation to IKEA Utilize customer insights to improve customer satisfaction and ensure a seamless shopping experience Lead the customer experience team (active selling leader, loyalty leader and customer service manager) and ensure the competence needed to excel in the execution Ensure a better understanding of the local customer, market and community to enable a better local customer, market and community to enable a better local customer experience. responsible for local community involvement and stakeholder relations, including public affairs Be an active member of the steering team and responsible for customer centric local actions that support the national BPL and tactic plan Monitor performance against agreed goals and KPIs and ensure actions are taken accordingly Overall responsible for the 10 customer expectations and "customer in focus list", and ensure actions are taken in partnership with stakeholders Ensure the implementations of working routines, competence development and follow up of Commercial Review and Compliance related to the role and functions Bachelors Degree or equivalent experience Understanding of customer relationship business and a background gained from working in a customer-focused, fast-paced and multichannel retail environment Experienced in creating and implementing long-term strategic plans, action plans, meeting and implementing long-term strategic plans. confident and determined decision-maker with the ability to influence through the use of customer insights Knowledge about other IKEA organizations and their working methods Ability to lead in a changing environment Strong organizational skills and the ability to prioritize Proven record of a successful senior management position in a people-centric organization Ability to inspire others Drive innovative impact...continuously assess, and if necessary, redesign processes to ensure that they are sustainable and scalable to drive ease for customers and leading indicators. to understand how we are performing for customers and identify priorities to improve Represent the Care Team on implementing key initiatives through collaboration across functions and organizations (internal and external) to leverage best practices in maximizing operational efficiency and employee/customer delight Partners with local and network operations and other teams to ensure proper utilization of resources and achievement of service level and financial objectives Allocates resources for staff sharing, workload balancing and short-term forecasting Performs realtime management of all Call Center operations metrics Assists in developing strategic customers use market research and targeted customers use experience data points with key stake holders and leadership to consider customer impact in their decision making Proactively submit recommendations based on research, experience, and industry knowledge Effectively manage trade-offs between customer benefit/requirements versus call propensity/costs Evaluate projects and initiatives to determine impact on customer experience and measure accordingly Proven experience with Voice of Customer data and sampling strategies Demonstrated ability to lead people/teams without formal responsibility and interacting and building rapport with teams of all levels Collaborative yet influential; upbeat and convincing but willing to flex or drive when appropriate Experience with customer orientation, with ability to decipher and understand customer needs Fluent in English; other languages a plus Bachelor's degree or equivalent post-secondary degree Manages the departments under Customer Experience Scope (Customer Experienc customers Plans and deploys the understanding of Customers business and needs to the Customer Experience Organization Ambassador of the Living Orange and customer Experience Continuous Improvement Deploys objectives and ensures its alignment among the Customer Experience Continuous Improvement Deploys objectives and ensures its alignment among the Customer Experience Continuous Improvement Deploys objectives and ensures its alignment among the Customer Experience Continuous Improvement Deploys objectives and ensures its alignment among the Customer Experience Continuous Improvement Deploys objectives and ensures its alignment among the Customer Experience Continuous Improvement Deploys objectives and ensures its alignment among the Customer Experience Continuous Improvement Deploys objectives and ensures its alignment among the Customer Experience Continuous Improvement Deploys objectives and ensures its alignment among the Customer Experience Continuous Improvement Deploys objectives and ensures its alignment among the Customer Experience Continuous Improvement Deploys objectives and ensures its alignment among the Customer Experience Continuous Improvement Deploys objectives and ensures its alignment among the Customer Experience Continuous Improvement Deploys objectives and ensures its alignment among the Customer Experience Continuous Improvement Deploys objectives and ensures its alignment among the Customer Experience Continuous Improvement Deploys objectives and ensures its alignment among the Customer Experience Continuous Improvement Deploys objectives and ensures its alignment among the Customer Experience Continuous Improvement Deploys objectives and ensures its alignment among the Customer Experience Continuous Improvement Deploys objectives and ensures its alignment among the Customer Experience Continuous Improvement Experience Continuous Improvement Deploys objectives among the Customer Experience Continuous Improvement Experience Continuous Improvement Experience Continuous Improvement Experienc issues in order to provide better service Drives overall continuous improvements opportunities and Change management of Customers ensuring focus on segmentation drivers Blue Chip Manufacturer, multiple channels and distribution points Management of Customers ensuring focus on segmentation drivers Blue Chip Manufacturer, multiple channels and distribution points Management of Customers ensuring focus on segmentation drivers Blue Chip Manufacturer, multiple channels and distribution points Management of Customers ensuring focus on segmentation drivers Blue Chip Manufacturer, multiple channels and distribution points Management of Customers ensuring focus on segmentation drivers Blue Chip Manufacturer, multiple channels and distribution points Management of Customers ensuring focus on segmentation drivers Blue Chip Manufacturer, multiple channels and distribution points Management of Customers ensuring focus on segmentation drivers Blue Chip Manufacturer, multiple channels and distribution points Management of Customers ensuring focus on segmentation drivers Blue Chip Manufacturer, multiple channels and distribution points Management of Customers ensuring focus on segmentation drivers Blue Chip Manufacturer, multiple channels and distribution points Management of Customers ensuring focus on segmentation drivers Blue Chip Manufacturer, multiple channels and distribution points Management of Customers ensuring focus on segmentation drivers ensure and distribution points and distribution points Management of Customers ensure and distribution drivers ensure and distribution drivers ensure and distribution points and distribution drivers ensure and distribution ensure and distribution drivers ensure and d Feedback System and Customer Insights analysis Influencing of Key Stakeholders to drive a better customer Engagement programs, preferably in a manufacturing and/or distribution environment Experience of customer lifecycle management and managing Customer Feedback systems, analysing customer feedback data to develop strategies to improve the customer experience understanding of customer feedback KPI's Demonstrated experience in identifying, building and growing successful and ongoing business relationships with key stakeholders of all levels, with successful results achieved Excellent interpersonal and communicate with senior stakeholders Appropriate tertiary qualifications. Develop new insights from internal analysis (market assessments, CRM data, interviews), external competitor benchmarking, and industry trends to define B2B Customer Experience goals and strategy (e.g. customer journey analysis) Work with cross-functional colleagues in HQ and Markets to define B2B Customer Service roadmap, including prioritization of initiatives, and development of business cases Define project objectives and scope, work with cross-functional colleagues, markets and IS/IT to build project charters and lead development, implementation & support Recommend market organizational set-ups related to field of expertise Ensure knowledge sharing and industrialize roll out across markets University degree or equivalent, MBA At least 10 years' of experience in managing transformational business projects with a strong grasp of translating business needs into IS/IT initiatives Demonstrated ability to engage with senior management Good understanding of B2B industry practices Fluent in English, French is an asset Directs CAO and USCM in understanding current-state customer led journey mapping techniques, to include activities such as analysis of surveys and operational metrics, customer led journey mapping techniques, to include activities such as analysis of surveys and operational metrics, customer led journey mapping techniques, to include activities such as analysis of surveys and operational metrics, customer led journey mapping techniques, to include activities such as analysis of surveys and operational metrics, customer led journey mapping techniques, to include activities such as analysis of surveys and operational metrics, customer led journey mapping techniques, to include activities such as analysis of surveys and operational metrics, customer led journey mapping techniques, to include activities such as analysis of surveys and operational metrics, customer led journey mapping techniques, to include activities such as analysis of surveys and operational metrics, customer led journey mapping techniques, to include activities such as analysis of surveys and operational metrics, customer led journey mapping techniques, to include activities such as analysis of surveys and operational metrics, customer led journey mapping techniques, to include activities such as analysis of surveys and operational metrics, customer led journey mapping techniques, to include activities such as analysis of surveys and operational metrics, customer led journey mapping techniques, to include activities such as analysis of surveys and operational metrics, customer led journey mapping techniques, to include activities such as analysis of surveys and operational metrics, customer led journey mapping techniques, to include activities such as analysis of surveys and operational metrics, customer led journey mapping techniques, to include activities such as analysis of surveys and operational metrics, customer led journey metrics, customer led j focus groups, frontline employee focus groups, RCPS/LMS-identified opportunities, existing functional pain point/opportunity analysis, etc Leads group of CAO and other USCM Managers in designing future-state customer experiences that improve NPS, based on new current-state knowledge Presents current state findings and recommended futurestate design to functional heads, Senior Vice Presidents, and Managers across USCM. Negotiates recommendations with leadership, finding balance of CX improvement and operational efficiency Leads planning and budgeting process for CAO projects within the employee's owned lifecycle(s) Leads CX advisory panel that opines on and influences all customer-facing projects across USCM, including PL, Safeco, and Integration. Works with and advises Senior Vice Presidents and Managers on how to enhance CX of various customer types Consistently collaborates with Lifecycle Owner and Channel Owner peers to ensure a consistent end-to-end customer experience Manages assigned individual contributors in various departments and divisions to ensure the completion of work in a timely and efficient manner Prepares periodic written reports for Senior Managers informed of project direction and re negotiates direction as necessary Bachelors degree and at least 7-9 years of relevant experience. MBA preferred Advanced analytical/problem solving and research skills Collaborative disposition with a proven ability to work independently and least 7-9 years of relevant experience. functional groups during projects Support credit proposal write-up (RM needs to provide initial info to CA to complete the whole proposal) New proposals, CA assists RM by performing the following Good risk assessment skills Sound products & industry knowledge Familiar with China policies and regulations Effective communication and problem solving technique Sharp business & customer focus areas and key accountabilities This position requires a High School education or equivalent. BS degree helpful 2 years or more of retail managerial experience preferred Experience with class 6, 7 and 8 semi truck mechanics and or lubrications helpful Excellent people relations skills Able to lead by example Build trust and respect to promote store success Work with the WI and UK financial services leadership team to define the core DC end investor propositions and create tailored customer value propositions and best in class personal experiences aligned to the WI Vision and our key customer segments Create and maintain proposition requirements are derived from (or at least aligned to) internal / external customer/ market data, feedback and research. Ensure that all documents are clearly articulated, expressed in the voice of the customer and have a strong external or market dimension and are aligned with the WI vision. Work effectively with internal product lines Take end to end proposition and customer responsibility for aspects of WI activities such as target audiences, behavioural segments, product areas and projects with a focus on the proposition, customer experience / engagement, journeys, pricing, policies and service model. Act as first point of escalation for decision making and issue resolution Work with the internal change program to ensure that WI member requirements for core work streams and proposition enhancements are clearly articulated, expressed in the voice of the customer feedback, satisfaction drivers and commercial priorities. Act as first point of escalation for decision making and issue resolution. Act as a point of review and sign off Oversee the identification and delivery of improvements to our end to end customer experience Identify internal and external commercial and innovation opportunities through analysis and understanding of the long term global savings and investment market and best in class approaches outside of financial services across customer needs, distribution, providers, distribution, provider both strategic and tactical changes are aligned to WI requirements. Act as a point of escalation, review and sign off Work collaboratively with other channel proposition teams to ensure best practice, customer feedback and plans are shared, leveraged and coordinated effectively Co-ordination of all the inputs into the DC Rocks programme including NPS, Relationship Director feedback, Customer Services including Complaints, DC Customer Forum, Member and Client Surveys and Web Prioritisation as well as synergies with other Fidelity worldwide Rocks programmes Champions Customer Experience Improvement initiatives - driving suggestions forward. Act as a lead for "Voice of the Customer" for other stakeholders and business units to ensure the customer view is considered when making improvements Detailed understanding of UK pension and investment regulation, taxation and legislation An excellent understanding of Workplace client segments and their current and future needs Highly developed strategic and contact Enthusiasm and drive to 'get things done' with a variety of customers and stakeholders Customers and stakeholders Customer centric with a key passion for doing the right thing by the customer Strengthen the position of the IKEA Brand on the market with particular focus on ensuring a positive shopping experience that creates trust in IKEA before, during and after their visit Secure a seamless and consistent customer experience at all customer touch points and channels by understanding the customer journey Be an ambassador of the changing customer behaviors and expectations, leading in a way that has the organization thinking and acting multi-channel in everyday work; ensure current and future requirements for all available channels Create pre-conditions for and deliver with high standards the implementation of processes and rollout of the upcoming multi-channel retailince the implementation of processes and rollout of the upcoming multi-channel retailince the implementation of processes and rollout of the upcoming multi-channel retailince the implementation of processes and rollout of the upcoming multi-channel retailince the implementation of processes and rollout of the upcoming multi-channel retailince the implementation of processes and rollout of the upcoming multi-channel retailince the implementation of processes and rollout of the upcoming multi-channel retailince the upco initiatives Demonstrate and be able to share a clear and comprehensive understanding of HCSC's key customers, influencers, business and capabilities, especially in the context of informing, guiding and shaping supported initiatives Articulate and help develop the customer experience point of view and strategy and relate it to work efforts Manage the development of and adherence to customer experience standards Guide consultants in incorporating and leveraging established methodology for measuring customer feedback Examine trends in data to identify systemic issues and/or improvement opportunities Act as customer experience champion among peers and project teams 7-10 years of experience in a customer support or experience design function Demonstrated experience design function Demonstrated experience with design methodology Knowledgeable about voice of customer programs and tools Graduate degree in marketing, design or human factors Experience managing a team of fessionals Health care experienceIL - Chicago, TX - Richardson, TX - Austin 6 years' of wireless experience; previous experience working within or supporting Retail or Care channels 3 years' project or program management At least 18 years of age. Legally authorized to work in the United States. High School Diploma or GED background screen Demonstrates passion to provide a great IKEA shopping and brand experience to ensure customers feel that "I can shop - I like to shop" at IKEA Develops the customers' needs, wishes, and dreams and truly cares and sees the customer as individuals, in all markets Encourages a high level of customer centric competence in order to provide an outstanding multi-channel shopping experience Supervises the development of product knowledge tools to secure all co-workers are Home Furnishing experts Verifies that all areas of the business understand the importance of having the right staffing level to meet the fluctuations in customer activity Monitors working routines, auditing, and competence of compliance related to the role and function Contributes to share good ideas and successes, learning from what has worked and what has not Monitors and facilitates follow-up of both Sales and customer Centric KPI's to understanding of customer Centric KPI's to understand how IKEA can continuously improve the meeting with the customer focused from working in a customer focused fast-paced and multichannel retail environment Proven experience of being a valuable contributor to customer satisfaction and national results Ability to communicate confidently and clearly in the local language(s) and English Lead Global IT Customer Experience Teams - Hire, lead, and rive performance through ongoing coaching, training and career development to create best-in-class methodologies for an exceptional customer experience through the development and creation of customer experience through the development experience global consistency and adherence to established policies and procedures, quality of service standards and challenge any initiatives that are not customer needs Utilize survey technology allowing customers to provide feedback using multi-channels including on-line, email, SMS text, chat or mobile applications Collaborate with cross-functional partners to cross pollinate solutions that support a global customer experience while exploring beyond traditional data sets and implementing an emotional analytics framework to better understand how our customers are communicating with us within our internal tools and the Facebook platform Manage the appropriate budgets and consult with senior leaders within the organization to drive staffing, workforce planning and career growth Establish clear and measurable goals for the teams Develop applicable metrics and track achievement of goals Actively drive a nimble and near real time response to customer requests globally with not just the vision but also the building of a roadmap that focuses on the building blocks for short, mid and long term deliverables with a keen eye towards a data driven approach Optimize Customer Lifecycle - Liaise with internal cross functional partner teams to better understand their roadmaps, challenges and drive towards the improvement of customer experiences which our customers will have with our teams during their career at Facebook staring on their first day in orientation Participate in the development and ongoing refinement of customer personas and journey maps, identifying areas of dissatisfaction in the global customer experience and developing design improvements, listening to the voice of the customer skills 7+ years experience developing and driving a KPIs based organization, looking at performance metrics 7+ years experience in a role with a proven systematic overall knowledge of the customer service experience and demonstrated ability to perform analysis of performance metrics 7+ years experience in roles which organized aggregated customer data to analyze trends and feedback while leading teams to manage and develop plans based on emerging customer service while responding with sense of urgency to resolve escalated customer concerns/complaints 5+ years in a technical role within IT organizations (networking, security, system administration/dev ops, infrastructure administration) which provided heterogeneous Mac/NIX and Windows based solutions/support 5+ years experience to managing programs from concept to deployment Manage the online Customer Experience portal to ensure all materials and content are up-to-date and easily accessible to the organization Distribute Net Promoter Score (NPS) scorecards to management and clinic staff to educate on voice of the customer results Create and maintain a calendar of organizational, departmental and functional events/meetings appropriate for customer experience team members to present or where CX content will need to be created/provided Prepare and maintain the CX project pipeline—managing ongoing updates, reporting, and follow up Prepare written reports to keep team members and stakeholders informed about project status Assist in the delivery and follow up of 100+ 2-day CX workshops across the country, including scheduling, logistics, materials, communication and measurement Assist with logistics for the delivery of CX workshop event(s) for 100+ corporate staff Partner with various departments including Customer Experience, Marketing, Market Research and Operations, HR, Leadership Development, Operations, and IT to understand customer needs and implement programs to educate on deliver CX work products Manage the department's budget, ensuring all projects are closely monitored, and within agreed upon specifications. Follow change order process, as needed, to account for all changes in scope Track all pending, completed and approved vendor statements of work (SOWs) and Purchase Orders (POs) Identify, gather, and share internal and external best practice and conduct other internal and external research as directed Assist with and/or lead other projects as assigned 3-5 years' related experience Exceptional attention to detail Strong analytical thinking; Ability to multi-task in a fastpaced, cross-functional environment Proven problem solver and generator of new ideas Manage the Customer Experience activation and sustainability programs to ensure practices are being adopted and resources are accessible across the organization Partner with the Center for Leadership and Professional Development (CLPD) to manage the delivery and follow up of 100+ 2-day CX workshops across the country, including scheduling, logistics, materials, communication and measurement Partner with various departments including Customer needs through across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including customer needs through a continue of 100+ 2-day CX workshops across the country including custome comprehensive voice of the customer programs, content and tools to educate and inspire employees in delivering exceptional customer experiences Partner with external strategic partner to design and deliver a CX workshop event for 100+ corporate staff Assist in the development of the CX communication strategy across all levels and functional areas of the company, provide project management for the execution of that strategy and utilize internal communications tools and processes to track and increase communication effectiveness Identify opportunities for continuous improvement and measure effectiveness of programs Integrate and analyze Voice of the Customer across multiple channels and distill/disseminate insights to the appropriate internal stakeholders Assist with or lead other projects as assigned 5-7 years' related experience at a Manager level Knowledge of customer experience at a Manager level record in managing complex projects Effective communication skills, both oral and written Self-starter; resourceful Ability to multi-task and manage multiple complex projects and present information/solutions to various levels of the organization Ability to build strong relationships among peers, internal partners, external constituents and decision makers to enable progress Maintains and enhances consistently high standards of product sales, quality and service. experience and build customer loyalty Supports implementation, communication and administration of national programs that incent and reward top performing dealerships' sales associates and owners on improving and maintaining the highest levels of customer sales and customer service quality. Monitors Consumer Affairs and other national customer research and contact functions to identify and incorporate positive practices into dealerships and escalate patterns of customer contact sources to evaluate feedback and customer interaction information within region Manages the regional customer satisfaction reviews with National held every quarter Develops corrective action plans with Dealer Operations Managers (DOM) and Fixed Operations Managers (FOM) for improvement within assigned dealerships Coordinates with the National Aftersales Dealer Support team to ensure regional Dealer Technical Specialist staff is dispatched both appropriately and efficiently to assist dealers in hard-to-fix customer issues Provides effective and timely communication, training and support regarding dealer reward programs such as Owner First Award of Excellence, etc Analyzes dealer and FOM and DOM authorization patterns and trends to determine methods for goodwill expense reduction while maximizing customer satisfaction index scores Coordinates with regional Manager to evaluate impact of service certifications on customer satisfaction and retention Manages the customer experience team responsible for providing support to distributors, the sales team and general business operations. Must be a team player and a self-starter that can cope with changing information and heavy inter-departmental interaction Owns, drives, and evolves specific business processes as assigned Manages the staffing of the customer service 800 line Establishes processes for orders and account management including delivery negotiation, expediting and order status communication within an industry and geographical location 5-7 years supervisory experience a plus of the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within an industry and geographical location for the status communication within a statu Ability to develop intimate customer knowledge Creativity and risk taking Drive for learning & development Work independently to maintain the integrity of databases Bachelor's Degree (Business Administration, Finance, MIS, or Computer Science major preferred) Managing the customer handover centre and the end to end experience Providing direction and management of the team responsible for the customer facing delivery - observing, monitoring, driving and challenging team performance Escalation point for employees seeking additional advice or clarification of process Presenting monthly reports and KPI's to the Account Director demonstrating performance against key deliverables Managing volume peaks and resources Delivering and exceeding KPI performance and ensuring vehicles are being handed back efficiently Keeping up to date with the industry and reviewing new initiatives which may be of benefit to the customers Continuing to evaluate processes from end to ensure all handover appointments are covered nationally Proactively approaching Health & Safety and the welfare of colleagues and customers achieving upon any concerns Having a flexible approach to workloads, supporting other colleagues as and when required Working with the management team to suggest improvements on managing the customer journey Maintaining the facilities to a high standard suggesting additional services which add to the comfort of our customers Strong communication skills at various levels Able to assess individual customer needs Strong administration skills Proven track record in a customer service environment Automotive industry experience IT literate and able to adopt new technologies Experienced in using Microsoft Excel, Word and Outlook Excellent communication, both verbal and written Good education in core GCSE subjects Lead the critical and primarily process improvements to increase efficiency in front of the customers Map critical processes providing a solutions to simplify and optimize the current setup Partner with the JNJ Vision Care in front of other JNJ Vision Care in front of other JNJ Vision Care in front of other JNJ Vision Care business functions to understand business functions to simplify and optimize the current setup Partner with the JNJ Vision Care business functions to understand business functions for the functions functions for the functions functions functions for the functions functions functions for the functions functions for the function sectors in Russia including Shared Service supporting the effectiveness and customer oriented approach for Vision Care operations Provide proactive management including: develop and update the current internal and cross-functional processes, evaluate risks, develop appropriate roadmaps, regular validation, prioritization based on business need and value Work with internal and global Compliance, SOX, TAX and legal departments to build procedures according to required standards sharing a global experience for excellence and efficiency Lead Change management activities by updating and developing procedures, providing trainings, communication and supporting documentation Detail processes and systems to explore opportunities to standardize and harmonize using the best practice, local and global IT organizations and Stakeholders to ensure that the best IT practice are used to provide the best practice. implementation of any projects or initiatives related to process improvements000019S7 Oversees teams and/or manages the execution of creating training documentation Develop and maintain a consultative relationship with key stakeholders to identify curriculum requirements Contributes in departmental strategy and the development of the training roadmap including represent needs at leadership meetings Works as liaison between the FSC and Field Sales teams to ensure a consistent, best in class training experience which represents the T-Mobile brand. Recognizes and identifies key organizational needs or strategic gaps. Works as liaison between the FSC and Field Sales teams to ensure a consistent, best in class training experience which represents the T-Mobile brand. them within the Field Sales team Translates strategy into tactics for Field Sales employees. Solves and provides the "How". Creates curriculum and tools for training and communicating with the field 6 years of wireless experience; previous experience; previous experience working within or supporting Retail or Care channel Principles and standards to define desired interactions and standards of behavior 4 to 6 years of experience managing a training, Communication, Business LI-B2B-SR1 Ensure consistent and effective day-to-day management of resources to maximize efficiency within the department and attain National Customer Satisfaction & Quality, Customer Service, and company goals and objectives Provide and/or manage Quality subject matter expertise resource for project teams, initiatives, operations process support, and Customer Service training curriculum development. Analyze productivity reports and team procedures, practices, and processes on a regular basis for use as basis for recommendations to improve team efficiency and effectiveness, and increase customer and employee satisfaction; create and implement action plans to achieve objectives Proactively identify opportunities to drive improvement in Customer Service Initiatives Contributes in departmental strategy and the development of the quality roadmap including represent needs at leadership meetings Respond to customer emails, thereby providing training or aiding in resolution of issues Extensive communication skills, both written and spoken Time management and personal goal-setting Self-discipline to learn new functionality as it is developed and released Maintain open communication channels with customers and other teams at HCHB Adhere to HIPAA policies of Homecare Homebase Additional duties and responsibilities as assigned Mentor less senior Customer Experience Managers Prioritize and occasionally resolve reported issues Research software functionality to create effective business procedures for customer and to identify application bugs Work well under the pressure of multiple projects and deadlines Advanced outlook management in the form of schedule management and email management services department Train employees new to the team Understand the needs of our customers online and address them Increase the business impact of our customer for our A/B testing backlog and inform development prioritization Document the digital customer journey maps for key ITD personas Conduct gap analyses to determine critical gaps in the customer experience Collaborate with ITD stakeholders to understand business needs online Identify digital touchpoint conversions & drive for improvement Provide guidance on prioritization for experience updates in web backlogs Act as an accelerator of our continuous improvement process Close the loop on customer and stakeholder feedback Incorporate local needs into experience improvements Manages staff, including prioritizing and assigning work, conducting performance reviews, and identifies opportunities for improvement including GO103A data, internal measures, and customer survey results Collaborates and supports district operations via the Customer Service Partner program Develops, maintains, and continuously improves the Company's Customer Service Partner programs Provides oversight, improves, and maintains the Home Protection Program(HomeServe) in the areas of case resolutions, regulatory compliance, vendor relations, maintenance of the existing product lines, designs, and roll out of new offerings Leads and project manage corporate initiatives to improve customer service and operational efficiency Collaborates with team members to provide excellent functional support for the Oracle Customer Care & Billing, Kloudgin, Customer Portal, and other enterprise level applications Works closely with the Director of Customer Portal, and other enterprise level applications Performs budget planning and tracking, employee career development, and other general management duties Perform other duties as assigned to fulfill business, Customer Service, or Communication and/or equivalent relevant experience Five years of progressively responsible experience in customer service Three years of experience as a supervisor, manager. or project management experience Passion to provide outstanding service to internal and external customers each and every day Excellent verbal, written, and presentation skills Valid California Driver License Define and optimize customer lifecycle for desktop, mobile, and mobile apps Develop customer journey map for the program, listening points in journey and drive change by partnering with executive management and senior functional leads Oversee customer experience including: marketing materials, website quality, discount options, customer service and overall digital experiences to drive improvements to the Program. Understand the Voice of the Customer and represent this and ongoing intelligence to increase the company's knowledge of consumer and represent this and ongoing intelligence to increase the company's knowledge of consumer and represent this and ongoing intelligence to increase the company's knowledge of consumer and represent this and ongoing intelligence to increase the company's voice within the organization. Partner with distribution to proactively identify upcoming trends, competitive movement and new opportunities to advance the Client experience Manage the Digital strategy across all business functions including: Product enhancements (technology, process or product) New or modified initiatives & recommendations Understanding of payment processes in both the United States and Globally within the insurance industry Review Sales and Key Performance Indicators including consumer engagement, consumer website traffic and net promoter score Generate ideas and recommend adjustments to ensure continued success of program The ability to digest large amounts of data sets from proprietary and 3rd party data sources The role requires the Manager, Customer Experience to communicate the analysis of 3rd party and proprietary data to Senior Stakeholders, IT, UX/Design, Content, and Web Development Prioritize key technical initiatives through sprint planning and resource planning Understanding of Agile Development The ability to create surveys that target key personas in order to gather useful and actionable feedback Ability to use 3rd party Customer demands The understanding of SEO, Paid Search, Social Media Marketing, and Content Marketing. It is also important to understand how each marketing and communication channel impacts overall customer experience Bachelor's Degree in Marketing or Related Field Masters a plus Understand and advocate for business partner and user and translate findings into product and service ideas and new concepts Analyze customer experience journey data and recommend changes Triage features, assess impact through the use of data analytics Study market trends and industry best-practices Develop business concepts and commercial solutions Work with UX designer, R&D and IT teams to create Proof of Concepts Own the order management cycle from receipt of order through commissioning and customer service and ensure technical specifications in the order management cycle and develop world class targets for improvement Responsible for establishing standards for the Master Schedule and scheduling rules for processing orders that are less than the standard lead time; such that 100% on-time delivery Can be achieved Define criteria and process for the order management team to determine and communicate to customers' need and or expected delivery dates based on the capability of the organization Measure and report on-time performance through all stages of the order management and cycle (Order entry, engineering, productions) and the capability of the organization Measure and report on-time performance through all stages of the order management and cycle (Order entry, engineering, productions) and the capability of the organization Measure and report on-time performance through all stages of the order management and cycle (Order entry, engineering, productions) and the capability of the organization Measure and report on-time performance through all stages of the order management and cycle (Order entry, engineering, productions) and the capability of the organization Measure and report on-time performance through all stages of the order management and cycle (Order entry, engineering, 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management and cycle (Order entry) and the capability of the order ma and delivery) to ultimately meet or exceed the delivery date committed to customers Improve performance of Post Care warranty support, on time delivery of spare parts, etc Identify and isolate systemic issues to reduce lead times across the order management cycle within and across factories Set target improvements in lead times across order management cycle Initiate process to manage and expedite customer change requests to ensure value capture and customer experiences that tracks customer orders from PO to delivery and reduces cycle time Lead the development of applications tools and software/hardware platforms to visualize our customer satisfaction metrics and be able to real time communicate the status of orders to customer satisfaction metrics and 8 years of experience in manufacturing, engineering or project / program management BS degree in engineering or business administration Must be familiar and have practical experience with SAP (preferred), MS Word, MS Excel, MS Projects, PowerPoint (all required) Able to interface and define specifications for modifying existing or creating new tools with the IT/IS and have practical experience with SAP (preferred), MS Word, MS Excel, MS Projects, PowerPoint (all required) Able to interface and define specifications for modifying existing or creating new tools with the IT/IS and have practical experience with SAP (preferred), MS Word, MS Excel, MS Projects, PowerPoint (all required) Able to interface and define specifications for modifying existing or creating new tools with the IT/IS and have practical experience with SAP (preferred), MS Word, MS Excel, MS Projects, PowerPoint (all required) Able to interface and define specifications for modifying existing or creating new tools with the IT/IS and have practical experience with SAP (preferred), MS Word, MS Excel, MS Projects, PowerPoint (all required) Able to interface and define specifications for modifying existing or creating new tools with the IT/IS and have practical experience with SAP (preferred), MS Word, MS Excel, MS Projects, PowerPoint (all required) Able to interface and define specifications for modifying existing or creating new tools with the IT/IS and the provide specifications for modifying existing or creating new tools with the IT/IS and the provide specifications for modifying existing or creating new tools with the IT/IS and the provide specifications for modifying existing or creating new tools with the IT/IS and the provide specifications for modifying existing and the provide specifications for mo development and implementation teams Project Management of creativity Complex problem solving skills required Must be customer oriented Market knowledge/experience with US based power and electrification products (switchgear, breakers, relays .. etc) is preferred Experience with engineered power and electrification products (switchgear, breakers, relays .. etc) is preferred Experience with use and electrification products (switchgear, breakers, relays .. etc) is preferred Experience with use and electrification products (switchgear, breakers, relays .. etc) is preferred Experience with use and electrification products (switchgear, breakers, relays .. etc) is preferred Experience with use and electrification products (switchgear, breakers, relays .. etc) is preferred Experience with use and electrification products (switchgear, breakers, relays .. etc) is preferred Experience with use and electrification products (switchgear, breakers, relays .. etc) is preferred Experience with use and electrification products (switchgear, breakers, relays .. etc) is preferred Experience with use and electrification products (switchgear, breakers, relays .. etc) is preferred Experience with use and electrification products (switchgear, breakers, relays .. etc) is preferred Experience with use and electrification products (switchgear, breakers, relays .. 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Senior level leaders within the corporate environment while also summarizing and presenting the tactical details to the Care frontline and Care leaders Has ownership of the requirements on behalf of all customer facing Care channels for all project activities including; concept, assessment, requirements drafting, aesian, development, comi and implementation Is responsible to foster relationships to provide awareness of channel and customer needs with key organizations outside of the Care channels including but not limited to; Sales, Marketing, Frontline Readiness, Social Media, Customer Delivery, Engineering, Product Development, PMO, EPMO, , Learning & Development, Corp Communications, Marketing, Finance, IT Passion to be a SME, a passion for influencing change on behalf of customers and frontline reps Defines Support Model for the Care channels with a customer focus to include: administration, maintenance, compliance, and technical support of the produces high-quality project documentation with no assistance. Documents lessons learned and ability to apply to subsequent projects, deadlines and other functions Identify and manage the web and eCommerce UX improvements, prioritize and inform the development roadmap for execution together with the digital team Collaborate cross functionally with business, marketing, product and technical teams to execute intuitive user experiences for our customers and prospects on WABCO's web portals Create and implement user research and testing methods/processes to gather feedback (Satisfaction Surveys, Feedback mechanism, NPS etc.) and translate into actionable outcomes Decipher current site traffic trends and user behavior into insight for design improvements Lead projects such as AB Testing to improve overall site conversions and user behavior and site design and structure Create wireframes, site maps, interaction flows and other UI/UX deliverables to communicate the design and flows Ongoing management of the web Information Architecture (IA) related to content and navigation in close collaboration with the Product Catalogue Team Measure and report on conversion rates as part of optimizing online customer engagement Create strong cross functional relationships with peers in other business units to foster shared learning and leverage best practices through a data driven approach Bachelor's degree in UX, Psychology, Business (eCommerce), design or related fields, Masters degree preferred 3+ years of experiences for eCommerce), design or related fields, Masters degree in UX, Psychology, Business (eCommerce), design or related fields, Masters degree preferred 3+ years of experiences for eCommerce and websites, experiences for eCommerce and experiences for independent worker that works fast and enjoys a challenge Knowledge of how back-end systems such as CRM, marketing automation, profiles, access & entitlement integrate into the digital experience and associated business processes Experience with Web analytics and A/B Testing tools e.g. Optimizely, Visual Website Optimize is preferred Experience with Online Survey tools / Online behavior capturing software such as Hotjar is preferred 30% - This role is the primary leader of the Customer Service team. Responsibilities include talent development and performance management in alignment with the Cargill Leadership Model and the CAN Green Book. This position will coordinate the onboarding and training of resources and also oversee partnerships with vendors who assist in the delivery of customer service team. This includes ensuring the successful delivery of support and services for Format Solutions customers globally. This role is responsible for the oversight of service proposals and estimates prior to presenting to customers as well as reviewing and approving time and expense reporting for the team. Ensure the timely response and resolution for all support cases. resolution counts 20% - The Customer Service Manager will project manage small service engagements executed by the team. This includes managing to committed timelines and budgets, forecasting resource needs, handling issues, identifying risks and removing barriers to ensure successful delivery to our customers 20% - A key responsibility of this position will be to outline and maintain a strong vision for the team that aligns with the business strategy and prepares the team for advancement in the markets we serve. Define and lead continuous improvement efforts. Foster a culture of collaboration with other teams to unsure customer needs are understood and met. It also includes ensuring the team for advancement in the markets we serve. that the team has adequate tools and processes to support their purpose. The vision set forth by this leader should encompass capabilities and approaches that will enable Format Solutions to be best in class in our customer interactions Experience leading people (current team size is approximately 12) Bachelor's degree in Management, Computer Science, Agricultural field or in lieu of degree 9 years of equivalent work experience working in and/or managing customer services & support staff in the software implementation field or similar industry Demonstrated success managing and delivering the consulting service business development lifecycle including opportunity identification, proposal development, project cost estimation, delivery resource allocation, completion of the delivery and the collection of post engagement feedback Experience in managing performance and developing talent within a team Experience working with teams that are located in several different offices or working out of their homes Experience in applying innovative ideas into practice Strong skills in analyzing situations/challenges, developing plans for resolution and navigating towards a positive outcomes Strong interpersonal skills in terms of effective listening, patience, composure, persuasion and conflict management Comfortable leading small to medium audience discussions and presentations Demonstrated collaboration skills Ability to influence others Ability to work both across internal groups and with external customers to propose and manage the delivery of value add solutions Strong motivational and team building skills Partnering with the Experience Global Process Owner (GPO) to select and deploy the future Service Enabling Technologies Demonstrating deep knowledge of Customer Experience GPO based on insights from the region Proven track record in delivering high quality customer experience A passion and interest in emerging trends in customer experience and how this can enhance business performance Manage the Cashier, Customer Service, In-Store Pickup, Cash Office, Switchboard, and Firearms Inspector departments Ensure departments Ensure departments Ensure departments and completion for all back office reports Partner with cash office to identify and resolve any discrepancies in daily operations Support Asset Protection regarding possible fraud and/or theft issues/investigations Perform 'Manager on Duty' tasks, including dealing with any customer, employee, or store related issues Interview and hire qualified employees, coordinate new hire training, and supervise staff on a daily basis Train employees on legendary customer service and build customer lovalty Coach and develop department leads and maintain payroll accuracy in accordance with time and labour budgets Communicate with employees in an effective and efficient manner and to facilitate morning and evening, closing and the End of Day e-mail report and cash out Track sales and customer statistics, identify opportunities for improvements and Maintain general store cleanliness and appearance Two or more years of retail management experience knowledge of and experience, including complaint de-escalation Excellent money handling skills including auditing and discrepancy investigations Firearms Possession and Acquisition License is preferred Good interpersonal skills including the ability to communicate effectively both verbally and in writing Proficient in office software packages (word processing, spreadsheets, Internet, e-mail, etc.) MS Office preferred Knowledge and/or experience in outdoor activities and associated products preferred and Proven ability to achieve here level or equivalent Understanding of the techniques involved in segmentation and setting long term strategy Ability to achieve significant change by working across a complex organization Innovative, self-starter who can make decisions which affect a Global business Customer drive: anticipate customer drive: anticipate customer drive able to demonstrate the ability to balance a range of competing priorities and evidence the ability to lead a team to deliver multiple outputs at one time requiring delivery to tight deadlines The Customer Sand the organization throughout the customer sand the organization throughout the customer sand analyzes interactions between customers and the organization throughout the customer sand analyzes interactions between customers and the organization throughout the customer sand analyzes interactions between customers and the organization throughout the customer sand analyzes interactions between customers and the organization throughout the customer sand analyzes interactions between customers and the organization throughout the customers and the organization throughout the customer sand analyzes interactions between customers and the organization throughout the customer sand analyzes interactions between customers and the organization throughout the customer sand analyzes interactions between customers and the organization throughout the customer sand analyzes interactions between customers and the organization throughout the customer sand analyzes interactions between customers and the organization throughout the customer sand partnering with business to identify process improvements. Priorities include evaluating, developing/coaching, and motivating associates, along with compiling, analyzing date and workflows with the objective of improving the overall performance Partners with Business Leaders to identify ways to improve levels of service by utilizing opportunities and best practices to design, build and implement quality customer service experience strategies Works cross-functionally to development and development of high-performing associates Delivers and manages quality customer service experience focused performance and development programs, including programs for both leaders and associates, to support corporate values, growth initiatives and reinforce quality standards; meets with and leads one on one meetings with assigned associates to review calls and ensure consistent practices in accordance with policies, procedures and all state/federal laws Coaches, trains and develops associates relating to customer experience, such as empathy, sincerity, ownership, listening, and conflict management Partners with business leaders to develop associate action plans when necessary, manages and followsup to ensure adherence to action plans and documents progress Builds effective relationships with business management and maintains ongoing communication and training with the business to ensure established policies and procedures are followed and to sync the business expectations of Quality May perform business manager functions as needed Identifies process improvements and procedural challenges, recommending appropriate solutions Continuously evaluates and enhances workflow to implement best practices. procedures Maintains call monitoring system to ensure that data accurately represents the business environment Compiles and analyzes statistical data relative to Quality activity Special projects as requested Quickly and thoroughly solve problems for customers when the experience doesn't meet standards Support our customers across platforms (telephone, email, etc) in an integrated way for seamless service Identify and contribute to solving priority issues that need immediate attention or resolution In every interaction with customers: demonstrate empathy and understanding of the customer's question/problem, with a minimum of back and forth messages, and a tone and voice that reflects our brand standards All written communications should be clear and well-written, free of grammatical errors, spelling mistakes, etc Identify, suggest, and help implement improvements in the way we deliver the customer experience Protect the BCBGMAXAZRIAGROUP brand message by maintaining a professional personal appearance Provide thoughtful, strategic insight regarding customer needs to our cross-functional teams Additional duties/responsibilities may be assigned High School Diploma or equivalent required. B.A or B.S degree preferred Understanding of basic retail processes 1-3 years related customer support experience with stores/e-commerce Experience building a customer service/call center team MS Office Suite POS, CRM, and customer service platforms systems knowledge Passionate about putting the customer trends, competitor strategies and technological developments Financial and commercial acumen, able to understand cost and margin drivers within the business and impact of any proposed changes A track record of working cross functionally to deliver significant change and continuous improvement, taking people with them along the way and the ability to bring out the best in people and teams An ability to deliver significant change and continuous improvement, taking people with them along the way and the ability to deliver significant change and continuous improvement. degrees of complexity and ambiguity, and form cohesive plans Demonstrates gravitas and an adaptable style to be credible when engaging with and influencing senior audiences. Assertive, challenging and confident with well-honed inter-personal skills Action-oriented, resilient and persistent, including when faced with difficulties or setbacks Ability to work on numerous simultaneous tasks, see the whole picture and develop well rounded plans Strong analytical, critical guestioning, problem solving and/or project & programme management in a fast-moving retail environment is highly desirable Proven track record to engage across multiple business lines with all levels of management Advanced in Excel and Powerpoint development Proficient in the analysis and reporting on large amounts of data Proven ability and experience with effectively communicating and presenting to Executives 4+ years banking experience in end-to-end product lifecycle Comfortable working across the TR network with established relationships in Market Development, Product and Customer Operations Proven ability to influence outcomes without having direct control Project management and information management skills would be an asset Familiarity with Financial Institutions and the Regulatory environment University degree in a business, information management, or computer science discipline with strong grades Professional certification would be a plus Gather and lead customer insights from across the organisation including understanding measurement of Customer effort and satisfaction across key moments of truth Delivering change across the organisation to mitigate problem / leverage opportunities Build on the digital first banking capability for customers Clear industry experience in CX launch, build and modification to bring about customer centric initiatives Experienced in building an Operating Model / process design, particularly innovation and POC Leadership of cross functional teams and team management Good understanding of Retail Banking dynamics Strong conceptual and strategic thinking skills Project Leadership experience in an agile environment Exceptional stakeholder management experience with the ability to influence Define and implement strategies for how we interact with our customer calls, claims and issues. This includes establishing customer care profiles and metrics in the CRM Lead cross-functional initiatives that will eliminate customer pain points and establishing the organizational structure and processes to get an excellent Customer Care Center within our Digital Solutions including effective use of the ERP and CRM systems Collaborate with Business Unit Managers, Corporate Communications, General Managers, Sales, Product Owners, and other key stakeholders to drive results Collect, organize, analyze and

report various customer related data as required Excellent Bachelor or Master degree in Business Administration, Economics or a similar field of study, preferably with an international orientation 5 + yrs of related experience in omnichannel operations, process improvement, project management and customer experience design strategy Experience in sales processes & CRM/ERP Systems Analytical ability, problem solving and project management skills Problem solving and decision making Passion for creating incredible customer interactions Excellent German and English language skills (spoken and written) and willingness to travel internationally Implement a customer support program in accordance with industry best practices, technologies, and automation in the services it provides to achieve efficiencies and a better customer experience Identify and implement information sharing and knowledge management capabilities, continuous process improvement, and performance tracked and made transparent via a shared portal Maintain and provide awareness and transparency on service level agreements and performance measurements within the Customer Support task Develop, update, and maintain a rigorous Lifecycle Management Plan (LCMP) for all task area equipment, software, and hardware in coordination with Asset Management Plan (LCMP) for all task area equipment, software, and hardware in coordination with Asset Management Plan (LCMP) for all task area equipment, software, and hardware in coordination with Asset Management Plan (LCMP) for all task area equipment, software, and hardware in coordination with Asset Management Plan (LCMP) for all task area equipment, software, and hardware in coordination with Asset Management Plan (LCMP) for all task area equipment, software, and hardware in coordination with Asset Management Plan (LCMP) for all task area equipment, software, and hardware in coordination with Asset Management Plan (LCMP) for all task area equipment, software, and hardware in coordination with Asset Management Plan (LCMP) for all task area equipment, software, and hardware in coordination with Asset Management Plan (LCMP) for all task area equipment, software, and hardware in coordination with Asset Management Plan (LCMP) for all task area equipment, software, and hardware in coordination with Asset Management Plan (LCMP) for all task area equipment, software, and hardware in coordination with Asset Management Plan (LCMP) for all task area equipment, software, and hardware in coordination with Asset Management Plan (LCMP) for all task area equipment, software, and hardware in coordination with Asset Management Plan (LCMP) for all task area equipment, software, and hardware in coordination with Asset Management Plan (LCMP) for all task area equipment, software, and hardware in coordination with Asset Management Plan (LCMP) for all task area equipment, software, and hardware equi customer service support portfolio of mission applications. The Knowledge Center (KC) is responsible for account management and serves as initial point of contact for internal and external customers accessing mission critical applications. KC is responsible for account management and serves as initial point of contact for internal and external customers accessing mission critical applications. Desk providing a single point of contact for enterprise IT-related support. The Service requests through all accessible communication channels and utilizes an enterprise ticket management system (Remedy) to track and monitor service requests. The SD is responsible for responding to service requests, while prioritizing and coordinating resolution of service requests with technicians located across a geographically distributed network infrastructure) Desktop Engineering/Automation is responsible for timely resolution of service request, incidents, and issues Communications Security (COMSEC) providing assistance to the COMSEC Manager in performing the functions and responsibilities of security (COMSEC) providing assistance to the COMSEC Manager in performing the functions and responsibilities of security (COMSEC) providing assistance to the COMSEC Manager in performing the functions and responsibilities of security (COMSEC) providing assistance to the COMSEC Manager in performing the functions (UC) providing assistance to the COMSEC Manager in performing the functions (UC) providing assistance to the COMSEC Manager in performing the functions (UC) providing assistance to the COMSEC Manager in performing the functions (UC) providing assistance to the COMSEC Manager in performing the functions (UC) providing assistance to the COMSEC Manager in performing the functions (UC) providing assistance to the COMSEC Manager in performing the functions (UC) providing assistance to the COMSEC Manager in performing the functions (UC) providing assistance to the COMSEC Manager in performing the functions (UC) providing assistance to the COMSEC Manager in performing the functions (UC) providing assistance to the COMSEC Manager in performing the functions (UC) providing assistance to the COMSEC Manager in performing the functions (UC) providing assistance to the COMSEC Manager in performing the functions (UC) providing assistance (UC) providing Mobile Solutions on both unclassified and classified networks Must possess a Bachelor's degree. Note: An additional four (4) years of relevant experience supporting VIP and Senior Government Executive customers with information technology requirements At least five years of experience as a technician performing IT Service Desk, Desktop Engineering, and Unified Communications requirements Experience managing remote teams and supporting remote users across a nation-wide geographic presence (at least 10 or more remote locations) Possess active/current TS clearance (or active within the past 2 years) with SCI eligibility World Class communications and customer care skills Experience as a technician performing and operating advanced configurations with a System Center Configuration Manager Experience implementing process improvements or automations within an IT Service Desk, Desktop Engineering, or Unified Communications environment Possess an ITIL v3 certification Customer Complaint KPIs are met and coaching the station members on the importance of the customer complaint tool) Performance Excellence: Drive Data Analysis and offer opportunities for improvements on KPIs to the management team, conduct root cause analysis as needed and work collaboratively with the different functions to create sustainable solutions for improving performance Customer Onboarding: Serve as the single point of contact for all implementation involving MIA, ensure all information regarding new customers is affectively communicated to the appropriate teams, champion all Hypercare and Heatmap activities at the station and ensure positive customers is affectively communicated to the appropriate teams. collecting data and compiling local performance reports Identify and communicate performance gaps Implement corrective actions on local operating IT solutions within DGF for any projects or issues involving IT and drive local communication and implementation of process / system changes Document local business processes aligned specifically to meet customer requirements Build and maintain the local business Support the station management System and know how to maintain it based on ISO guidelines Support the station management system. with any ad-hoc projects/initiatives Serve as the NPA champion for the station BA or Minimum 5 years' experience in related field Ability to manage change/conflicts Ability to work independently as a self-starter with strong organizational and leadership skills Excellent PC skills (including MS Excel/Office) FC Master Bronze Certified Familiarity with DMAIC and GEMBA Walk tools Project leadership and project leadership and project management skills preferred Schedules service appointments. and accurate written cost estimate for labor and parts. Establishes "promised time" Checks on progress of repair throughout the day. Contacts customers regarding any changes in the estimate or promise time, explains cost and time requirements in detail, and gets proper authorization before any additional repairs are performed Test-drive the vehicle or refer to the test technician as necessary Maintain Customer Satisfaction Index rating at least comparable to that of the manufacturer, zone or branch average Advise customers on the care of their cars and the value of maintaining their vehicles in accordance with manufacturers' specifications, using maintenance menus Maintains a dealership-prescribed standard for "hours per customer repair order written." Understands and follows federal, state and local regulations, such as those governing the disposal of hazardous wastes, OSHA right-to-know, etc Follows all company safety policies and procedures, and immediately report any and all accidents to a manager or supervisor High school diploma or the equivalent Ability to read and comprehend instructions and information Two years of experience in a retail sales environment General knowledge of vehicle mechanical operations.-preferred ASE certification preferred ASE certific authorized to work in the USA All applicants must perform duties and responsibilities in a safe manner All applicants must be able to demonstrate ability to pass pre-employment testing to include background checks, MVR, drug test, credit report, and valid driver license Must be able to work Saturdays Weekdays 7am to 7pm Data entry and computer skills a plus Training provided Must be able to multi-task Looking for a self-starter with motivation to succeed Consult with channel group mangers to ensure message is consistent Lead on development project to improve the overall experience of customer (Online Service, Retail Service, ODP, and FICO) Lead the bank card team strategy around (Mass, Striver, Affluent, and Wealth) service experience Lead and develop customer and store field feedback around the customer touch points (TSYS, Direct Mail, Phone, Online, Store) Represent the bank card group on Customer Experience Council meetings and work closely with operations on executing strategies Work with bank card leadership to refine P&L impacts to overall recommendation and projects Lead/review the development around consumer ancest focus (Operations, Control Partners, Channels, etc) Lead refinement of call center scripting to ensure with the customer focus (Operations, Control Partners, Channels, etc) Lead refinement around consumer and projects Lead/review the development around consumer around consumer around consumer around consumer around consumer around consumer area (the development area business product benefits to ensure the experience aligns with overall segment Network provided benefits Knowledge of commercial construction (specifically hollow metal and builder's hardware) is a plus 2 to 5 years of responsibilities for managing employees either directly or indirectly Effective use of the following computer programs: Microsoft Excel, PowerPoint, Word Knowledge of the following computer programs is a plus: Microsoft Access, Microsoft Project, and Imaging Previous customer service or related experience Proven leadership, coaching and mentoring skills Coordinate with related functions to enable more products for e-commerce (including new launched products) on website Partner with cross-functional teams, internal and external partners, senior management and others in driving customer experience issues and brainstorm/develop solutions and recommendations by working with the cross-functional team responsible for monthly maintenance/enhancement releases Analyze the financial results of initiatives by leading change management efforts and owning the communications loop Responsible for ensuring quality of post purchase experience including enhancements to order tracking, return and exchange processes. Create unique, branded experiences within budgetary guidelines Work to create proactive reporting standards that help identify problems and issues that impact the customer experience Handle the day to day issues associated with implementing a new initiative; working with technology, product owners, project managers, etc Partner with regional/global marketing managers and relevant teams to align to key strategic priorities and develop roadmap, including campaigns, major launches, site requirements, site enhancements, and unit/conversion forecasts, as well as customer insights into marketing activities that achieve tangible results Bias for action that drives excellent execution Exceptional analytic abilities, problem solving skills and a passion for data based decision making Ability to prioritize tasks and manage deadlines in a fast-paced environment BA/BS, Computer Science, Information, or related degree. MA/MBA preferred Excellent interpersonal skills including influencing and relationship-building across functions Strong track record of team collaboration and cross-functional partnerships Strategic thinker with strong analytical and creative problem-solving abilities Proficient in M.S. Word, Excel, and PowerPoint Professional experience should include a human services or counseling background in which you have experience using a variety of tools and methods to support client wellness, encourage healthy behaviors and/or overcome physical/emotional barriers, as well as one (1) or more of the following Account Management with experience in engaging key stakeholders to problem-solve and provide innovative solutions Coaching or Consultation with employees or management Experience and high level of comfort with public speaking and/or conducting trainings A letter of interest, describing how you meet the specific qualifications for this position A current resume, detailing experience, and education; and A list of at least three (3) professional references with current telephone numbers To assist and support the Facilities Management team in providing day to day operational management for all services within a portfolio of buildings through a team of facilities assistants To supervise facilities personnel as required Support the Account in promoting a culture of superb customer service and establishing excellent working relationships with client and customers Assist the Account Manager in reviewing existing services, specifications, processes, productivity levels and quality To identify opportunities to address inefficiencies within our service delivery. To actively seek constructive feedback, develop action plans, monitor, measure and review Support the Account Manager in ensuring that pre-determined output specifications and key targets are met for the region & portfolio of buildings Assist in the management of facilities staff to include: undertaking disciplinary investigations in line with company policy; undertaking disciplinary investigations and leadership of staff Assist in the recruitment and induction of facilities staff within the region's portfolio of buildings Ensure that all health and safety legislation and company policy is adhered to, within own level of responsibility (to include: undertaking regular site and service inspection tours and identifying areas on non-adhered to quality standards as appropriate Maintain/improve reference-ability, maximizing optimization, and building upon the current relationships within Greenway's current clients, and will visit on-site quarterly with customers to ensure they are optimizing all Greenway solutions based on that client's specific need Work closely with the Client specific n endorsement deals All other duties and responsibilities as assigned Bachelor's degree in Business or Hospitality (or related field) required 5+ years of leadership experience in a customer service environment required 5+ years of leadership experience in a customer service environment required 5+ years of leadership experience in a customer service environment required 5+ years of leadership experience in Business or Hospitality (or related field) required 5+ years of leadership experience in Business or Hospitality (or related field) required 5+ years of leadership experience in Business or Hospitality (or related field) required 5+ years of leadership experience in Business or Hospitality (or related field) required 5+ years of leadership experience in Business or Hospitality (or related field) required 5+ years of leadership experience in Business or Hospitality (or related 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years of leadership experience in Business or Hospitality (or related field) required 5+ years of leadership experience in Business or Hospitality (or related Previous experience developing and delivering training Previous customer data analysis with proven implementation experience Strong interpersonal skills and ability to lead through influence and resolve conflict Demonstrated ability to facilitate cross-functional teams Demonstrated ability to lead through influence and resolve conflict Demonstrated ability to lead through influence and resolve conflict Demonstrated ability to facilitate cross-functional teams Demonstrated ability to lead through influence and resolve conflict Demonstrated ability to lead through influence and resolve conflict Demonstrated ability to facilitate cross-functional teams Demonstrated ability to facilitate cross-functional te communicate effectively both verbal and written to all organizational levels Embrace and Demonstrate the RL Brand philosophy & EMEA values Lead & develop the team to deliver Ralph Lauren (RL) Experience excellence whilst maximizing sales opportunities Deliver the retail initiatives to support the Brand business vision & increase productivity Execute the Brand Presentation guidelines to further enhance the RL Experience Collaborate with the Store Managerial Structure with potential and possibilities of development in medium/long term Experienced candidates must have at least two years of hands-on experience in ownership or implementation of Customer experience programs, including both strategic and technical projects Knowledge of and hands-on experience working on the Salesforce.com platform, or on other CRM packages (Microsoft CRM, SAP CRM, SalesLogix, Oracle On-Demand, etc.) Interest in developing methodologies, leading teams and evolving a practice Deliver sales & profitability through key metrics: Sales, Conversion & Unit per transaction Deploy resources to match skill/experience & customer requirements Adopt tools & processes to improve employee efficiency & increase productivity Manage & maintain a safe working environment for customers & employees Maintain compliance with all company policies & procedures including Health & Safety Manage and inspire the team to deliver results by provide regular constructive feedback Manage teams adherence to the brand dress & grooming standards to ensure representation as Brand Ambassadors Create a customer first culture within all store activities Optimize opportunities to increase sales, customer data capture & increase sales, customer dat seasonality, Concepts, key volume lines to support the commercial actions & drive sales Deploy resource to match skill/experience & customer requirements to increase the store's profitability Partner with the Operations Manager implement action plans to minimize shrink and improve store compliance. Adapt enthusiastically & with pace to change Creation and execution of customer relationship programs and strategy. Two goals Bachelors Degree required 5-7+ years of Customer Relationship, Project Management, or related experience preferred Business consulting strongly preferred, preferably within an optical retail setting A self-motivator with an intellectual curiosity, eager to learn and grow, able to learn on their own Proven track record of understanding and satisfying customer requirements Good Excel and analytical skills Highly developed and effective verbal and written communication skills Ability to deal with a fast-paced dynamic environment Ability to influence cross-functionally across internal business units Travel required to support all Integrated Services programs (25-30%) Coach and develop team members to reach their full potential Support development assignments and movement of talent across units Motivate and challenge to drive high performance Commit to "hiring the best" internally and externally Create an inclusive environment which embraces and derives value from diversity Execute performance Commit to "hiring the best" internally and externally and externally and externally and external to "hiring the best" internal to "hiring the bes others needed to implement BASF's strategy Establish and support a safety culture in which all accidents are preventable Proactive face to face engagement with Ulients from within the assigned portfolio Engage clients with updates to best practices and changes to the fleet landscape which may impact the immediate, mid and long-term objectives of the fleet Support all ARI client retention efforts by actively engaging clients, amplifying the value provided by ARI and effectively setting/managing client expectations Provide projects and initiatives within the assigned portfolio Collaborate with ARI's management teams to organize resources to meet the needs and expectations of the client Maintain awareness of ARI's position in the market and knowledge to client base Represent ARI at designated client events Secure and communicate the Voice of the Customer to relevant ARI stakeholders Partner with Sales in order to share knowledge to client base Represent ARI at designated client base Represent ARI at designated client events Secure and communicate the Voice of the Customer to relevant ARI stakeholders Partner with Sales in order to share knowledge to client base Represent ARI at designated client events Secure and communicate the Voice of the Customer to relevant ARI at designated client events Secure and communicate the Voice of the Customer to relevant ARI at designated client events secure and communicate the Voice of the Customer to relevant ARI at designated client events secure and communicate the Voice of the Customer to relevant ARI at designated client events secure and communicate the Voice of the Customer to relevant ARI at designated client events secure and communicate the Voice of the Customer to relevant ARI at designated client events secure and communicate the Voice of the Customer to relevant ARI at designated client events secure and communicate the Voice of the Customer to relevant events secure and communicate the Voice of the Customer to relevant events secure and customer to relevant events secc establish pricing and the scope of work defined for new program opportunities Deliver sales & profitability through key metrics: Sales, Conversion & Units per transaction Manage and inspire the team to deliver results by providing an exceptional RL Experience Communicate, engage & energize the team to maximize performance service metrics; observe, coach & share product knowledge; provide regular constructive feedback Deliver Brand visual proposition guidelines are executed to an exceptional level; coaching team to build brand understanding & ensure 100% retail standards are consistently maintained Review and deploy at worldwide level Brioni selling ceremony (both in store and at-home service) Design and implement at world-wide level all Retail Excellence procedures Analyse CRM and mystery shopping outcomes, explore training programs Coordinate product training needs and partment Collaborate with Communication and MIS department to create dedicated digital tools to improve the client experience Collaborate with other departments to bring customer perspective and empower tools and processes Responsible for the user experience of the Bank's Omni Know Your Customer program, including customer and banker success rates and satisfaction metrics Meet critical KYC regulatory requirements while understanding the needs of various stakeholders to deliver an experience consumable across channels and Business lines Partner with a team of seasoned pathway managers and banking SMEs to give US Bank the competitive edge in how customers use and interact with their banking products Responsible for defining the value (revenue and customer centered product development, online and mobile banking, and the financial services industry 10 or more years of experience as a Product Management experience Expert knowledge of the assigned business line and technical marketing skills Strong product management, design and development skills Considerable knowledge of product/program development, pricing implementation and strategic analysis Demonstrated marketing and marketing research skills Demonstrated experience with financial services regulations / Know Your Customer guideline Experience in conceptual development and rapid creative prototyping as well as tactical UI design and implementation Experience with Mobile UI and responsive design methods and processes, including Agile development Ability to work in a flexible and nimble team Proven ability to meet tight deadlines Superior strategic thinking, influence and leadership skills Independent and self-motivated Exciting opportunity for a energetic, passionate and customer service driven individual to make your first step's onto a retail management within one of Ralph Laurens Flagship stores Inspire, coach and develop a team to deliver exceptional customer services Support and implement product knowledge and increase selling skills to increase KPI's Support and implement store presentation guidelines Deputize for senior management and look for ways to continuously improve Lead by example, adhering to brand dress and grooming standards When asked to provide past work experiences that demonstrate your fit for the job. This means presenting resume experiences that can tell a story about your job-ready skills, including: Soft Skills: The interpersonal and relational skills that you can bring from one experience to another, like decision-making and project management. Hard Skills: The technical skills specific for doing the job, such as copywriting, food preparation, digital marketing, and statistical analysis. From the below list, scan through the various types of experiences, sorted for a range of different situations (e.g. students, graduates, managers, etc.) and copy and paste the experiences that resonate with you. Don't forget to edit them to suit your own personal background. Resume Experience Examples 1. Volunteering at a Hospital As a volunteer, responsibilities included greeting patients, assisting staff with administrative tasks, and providing comfort to patients. Worked under hospital protocols and maintained patient confidentiality. Developed skills in communication and empathy. Highlighted ability to follow instructions and adapt quickly in challenging environments. 2. Part-Time Job at a Bookstore Assisting customers in locating books and managing inventory were the key responsibilities. Also handled cash registers and kept track of sales. Showcased customers service and organizational skills. Earned experience in sales and inventory management. 3. Tutoring Middle School Students Taught math and science to middle school students. This job tested capabilities like patience, clarity in communication, and planning. It also demonstrated an understanding of young children's educational needs. Presented superior proficiency in these subjects. 4. Captain of the School Soccer Team Led a team of 15 players and developed teamwork and leadership skills. Responsible for strategizing game plans and collaborating with coaches. Enhanced communication, strategizing game plans and collaborating with coaches. in a School Play Took part in a school play, showcasing acting and team cooperation skills. Assisted in scriptwriting and stage setup. Improved public speaking and creativity. Displayed commitment and dedication to collective goals. 6. Interning at a Local Business Worked in various departments, gaining knowledge of business operations. Assisted staff in daily tasks and learned about responsibility and professionalism. Advanced understanding of office etiquette and business ethics. Demonstrated quick learning capabilities. Read Also: Strongest Attributes to List on your Resume 7. Participating in a Coding Boot Camp Completed a coding boot camp and created a simple application. Showcased abilities in problem-solving, patience, and analytical thinking. The experience reflected technological prowess and innovative tendencies. Developed a fascination with computer programming. 8. Assisted in baking and decorating cakes and pastries, exploring creativity and precision. Displayed culinary skills and client service by ensuring food display looked appealing to customers. Demonstrated ability to handle pressure during busy hours. Gained valuable experience in culinary arts. 9. School Newspaper Editor Oversaw the production of the school newspaper by coordinating with a team of writers and illustrators. The role reflected leadership abilities and attention to detail. Showcased advanced written communication skills and journalistic ethics. 10. Relaying in a Charity Run Completed a 5K charity run and helped raise funds for a local nonprofit. Showed dedication, stamina, and community engagement. Conveyed determination and willpower. Demonstrated a sense of social responsibility. 11. Volunteer at a Local Library Volunteered at the local library, assisting in administrative tasks and facilitating reading programs. Acquired organization, communication, and administrative tasks and facilitating reading programs. in University Dormitory Acted as a resident assistant in a university dormitory, helping in conflict resolution and enforcing housing policies. Developed leadership, problem-solving, and negotiation skills. Managed event programming and emergency protocols. Encouraged a sense of responsibility and community building. 13. College Newspaper Reporter Worked as a reporter for the college newspaper, covering campus events and writing feature stories. Honed research, writing, and interviewing skills. Showcased commitment to accurate and impactful journalism. Fostered teamwork and met strict reporting deadlines. 14. Student Government Participant Served on the student government council, creating and implementing student initiatives. Developed abilities in leadership, public speaking, and team collaboration. Showcased problem-solving and dedication to improving student life. Encouraged participation in democratic processes and representation. 15. Retail Internship Completed an internship in a retail setting, gaining customer service experience and understanding store operations. Developed skills in sales, inventory management, and cashier duties. Showcased strong communication, organization, and customer service skills. Nurtured a resilient work ethic and adaptability in fast-paced environments. 16. Teaching Assistant for a University Course Assisted a professor with a university course, grading assignments and coordinating class activities. Gained experience in mentorship, academic integrity, and administrative tasks. Demonstrated knowledge in subject area. Developed clear communication at a restaurant or café, providing customer service and assisting with food preparation. Acquired skills in multitasking, teamwork, and time management. Fostered an understanding of food service operations and customer satisfaction. Demonstrated attention to detail and a strong work ethic. 18. University Club Leadership role in a university club, organizing events, and leading meetings. Acquired skills in teamwork, organization, and delegation. Showcased ability to inspire others and champion causes. Cultivated a sense of community and pride within the club. 19. Summer Camp Counselor Worked as a counselor at a summer camp, leading group activities and ensuring camper safety. Developed skills in leadership, problem-solving, and communication. Showcased responsibility and creativity. Encouraged interpersonal skills and nurtured the ability to manage groups effectively. 20. Work-Study Job in University Office Handled a work-study job at a university office, performing administrative tasks and offering student assistance. Sharpened abilities in data entry, customer service, and administrative support. Demonstrated responsibilities. 21. Graduate Research Assistant Assisted leading professors in academic research, contributing to data collection, analysis, and presentations. Built understanding of research methodologies and academic writing. Sharpened analytical and critical thinking skills. Showcased commitment to understanding and contributing to their field of study. 22. University tutor, supporting undergraduate students with coursework. Developed strong communication, mentorship, and presentation skills. Displayed expertise in the subject area. Built patience and adaptability while dealing with diverse learners. 23. Study Abroad Participated in a semester-long study abroad program, experiencing cultural immersion and globalized education. Improved language and communication skills. Fostered adaptability and a strong sense of resilience. Showcased an open mind and demonstrated interest in international affairs. 24. University Club President Led a university club, managing activities, budget, and team members. Developed leadership skills, event management, and fundraising abilities. Demonstrated commitment to extracurricular development, editing, and publishing for the university's newspaper. Enhanced skills in reporting, editing, and time management. Established an understanding of journalistic integrity and process. Created solid groundwork for future communication or editorial roles. 26. Student Government, representing the student government, representing the student government, representing the student government Member Joined the campus student government, representing the student government Member Joined the campus student government, representing the student government, representing the student government Member Joined the campus student government, representing the student government Member Joined the campus student government, representing the student government Member Joined the campus student government Member Joined the campus student government, representing the student government Member Joined the campus student government (student government) and a strong understanding of government (student government) and a strong understanding of government (student government) and a strong understanding of government) and a strong understanding of government (student government) and a strong understanding of government). speaking skills, and diplomacy. Indicated active involvement in university life and civic engagement. 27. Capstone Project related to chosen field of study. Gained practical experience in project management and teamwork. Generated solutions for real-world industry problems. Exhibited understanding of field-specific knowledge, practical applications, supporting community development and service activities. Cultivated interpersonal skills, problem-solving capabilities and a sense of social responsibility. Demonstrated commitment to giving back to the community. Indicated the adaptability to work in diverse team environments. 29. Lab Assistant Worked in a university lab setting, assisting in experiments and maintaining lab equipment. Gained hands-on experience with protocols and technical processes. Developed attention to detail, adherence to safety measures, and understanding of scientific procedure. Provided practical exposure to the rigors of the scientific process. 30. Student Mentor Acted as a mentor for first-year students, providing advice and guidance. Cultivated leadership, communication, and interpersonal skills. Demonstrated empathy and effective problem-solving abilities. Created foundations for roles requiring mentorship or counseling. 31. Project Management Role Led a team on various projects, managing timelines, resources, and maintaining effective communication. Significant experience in managing diverse teams, coordinating with all stakeholders. Demonstrated abilities in setting realistic goals, planning ahead, and delivering results. Further honed leadership skills and strategic planning abilities. 32. Department Supervised a department in a retail environment, overseeing employee scheduling, task allocation, and customer relationship management. Showcased strong leadership and decision-making skills. Effectively managed conflict and enhanced team cooperation. 33. Marketing Campaign from inception to completion. Nurtured abilities in strategic thinking, creativity, and team management. Showed capacity to meet project deadlines, tracking progress and making necessary changes. Demonstrated a blend of leadership and marketing acumen. 34. Non-Profit Co-Founder Co-founder Co-founder coordination. Proved abilities in budgeting, networking, and social advocacy. Demonstrated strong leadership qualities and a commitment to the mission and vision of the organization. Valuable experience gained in entrepreneurship and social impact. 35. Member of Executive Committee, making significant decisions impacting an organization. governance, strategic planning, and conflict resolution. Showcased diplomatic skills and ethical leadership. Amplified understanding of large scale decision-making processes. 36. Product Manager Managed the lifecycle of a product line, enhancing market reach and customer satisfaction. Proved skills in managing cross-functional teams, market research, and product development. Focused on customer needs and market trends. Ensured profitability and longevity of the product line. 37. Human Resources Manager Led the human resources department of a company, managing recruitment, employee training, labor relations, and benefit programs. Developed in-depth knowledge of HR policies compliance, and employee management. Showcased skills in negotiation, empathy, and decision-making. Built a fair, productive, and engaging work environment. 38. Operations of a manufacturing plant, ensuring safety protocols, efficiency, and quality production. Proved abilities in logistics, budgeting, and inventory management. Demonstrated leadership by maintaining productive teams, handling crisis situations, and meeting production industry. 39. Branch Manager for a Bank Oversaw operations of a bank branch, including customer service, employee management, and meeting sales targets. Demonstrated proficiency in finance management, risk assessment, and business development. Showcased strong leadership, customer service, and decision-making abilities. Ensured the branch's financial success and reputation. 40. Team Lead in a Tech Company Led a team of development. managing software development projects and innovation initiatives. Fostered technical knowledge, project management, and leadership skills. Maintained high team morale and encouraged creativity. Delivered projects on time, to specification, and within budget. 41. Team Leader at a Retail Store Management, and leadership skills. customer interactions, cash handling, and inventory. Developed leadership skills, conflict management, and team cooperation. Showcased ability to drive sales targets and enhance customer satisfaction. Demonstrated capabilities in multitasking and staff scheduling. 42. University Club President Served as the president of a university club, leading the team to organize events and initiatives. Enhanced leadership abilities, public speaking skills, and event management. Showcased ability to motivate team members and execute successful events. Imbibed a strong sense of responsibility and promotion of club values. 43. Research Group Leader Led a team for a university research project, coordinating roles, setting meeting schedules, and managing project timelines. Developed leadership, liaison, and project management skills. Showcased ability to work within deadlines and foster team collaboration. 44. Lead Tutor in a Learning Center Managed a team of tutors at a university learning center, coordinating schedules, conducting tutor training, and handling student queries. Cultivated leadership skills, patience, and organizational abilities. Showcased excellent subject knowledge, guidance, and mentorship abilities. methodologies. 45. Shift Supervisor at a Café Served as a shift supervisor in a busy café, overseeing staff, managing inventory, and ensuring customer service, and problem-solving skills. Showcased strong organizational skills and an ability to work under pressure. Ensured smooth operations and team coordination during each shift. 46. Student Group Project Leader Led a group project in university, setting goals, assigning tasks, and managing deliverables. Fostered team collaboration, strategic planning, and communication skills. Demonstrated ability to manage time effectively and encourage team input. Motivated the team to meet project objectives and adhere to deadlines. 47. Chair of a Volunteer Committee for a community volunteer program, coordinating volunteer activities, and fundraising. Demonstrated leadership, budgeting, and organizational skills. volunteer engagement. 48. Internship Coordinator As an internship coordinator, matched interns with internal teams, supervised intern assignments, and handled program logistics. Enhanced leadership, HR policy understanding, and team pairing skills. Facilitated intern onboarding and performance assessments. Introduced students to professional environments and offered career guidance. 49. Assistant Manager at a Fitness Center Worked as an assistant manager at a fitness. Delivered guality maintenance. Demonstrated leadership skills, customer relations, and attention to detail. Fostered an understanding of health and fitness. Delivered guality customer service while maintaining a safe fitness environment. 50. Student Council Representative Acted as a representative on the student welfare. Participated actively in improving university life and initiating positive changes. 51. Retail Store Sales Associate Worked as a sales associate worked as a sales associate at a retail store, helping customers with product inquiries, assisting in purchases and managing returns. products. Fostered strong communication skills and a customer-oriented approach. Prioritized maintaining high customer guestions, and resolving issues. Proved skills in active listening, problem-solving, and stress management. Developed a strong understanding of company policies and products. Ensured every customer interaction ended positively, reinforcing the company's reputation. 53. Hospitality industry, providing information, coordinating services, and ensuring guest satisfaction. Demonstrated excellent customer service abilities, adaptability, and quick thinking. Showcased knowledge about facilities and the local area. Strived to provide high-quality service at every interaction. 54. Product bemonstrator of trade shows and events, showcasing products, explaining features, and answering customer queries. Developed strong product knowledge, presentation skills, and selling strategies. Ensured potential customers understood the product troubleshooting, tech solutions, and customer communication. Maintained patience in handling customer frustrations. S6. Front Desk Clerk at a Hotel Operated as a front desk clerk in a hotel, handling check-in, customer queries, and problem resolution. Showcased skills in multitasking, organization, and patience. Demonstrated a strong understanding of hotel procedures, services, and reservation systems. Prioritized delivering an outstanding guest experience. 57. E-commerce Customer Service Representative Handled customer service duties for an e-commerce company, resolving problems, processing refunds, and answering order inquiries. Showcased abilities in complaint handling, data management, and quickly grasping e-commerce processes. Focused on enhancing customers into satisfaction and improving online shopping experiences. Turned disgruntled customers into satisfaction and improving online shopping experiences. taking orders, serving food, and addressing customer complaints. Advanced people skills, multitasking, and a thorough understanding of the menu. Delivered top-rated customer service and ensured a satisfactory dining experience. Kept calm and efficient during peak hours. 59. Bank Customer service Representative Acted as a customer service representative in a bank, aiding customers with account inquiries, troubleshooting accounts issues, and explaining bank services. Cultivated skills in financial product knowledge, problem-solving, and customer communication. customer interaction. 60. Receptionist at a corporate office, managing front desk duties, handling incoming calls, and greeting visitors. Enhanced administrative skills, telephone etiquette, and customer service abilities. Fostered an understanding of the business, directed visitors appropriately, and managed administrative tasks. Gave visitors and callers their first positive impression of the company. 61. Student Teacher during University Coursework, planning lessons and teaching under the supervision of a mentor teacher. Developed skills in lesson planning, classroom management, and student assessment. Showcased adaptability and pedagogical knowledge. Maintained a positive and stimulating learning Center, assisting students with coursework and study strategies. Enhanced abilities in subject knowledge, explaining complex concepts, and providing constructive feedback. Demonstrated patience and dedication to student success. Fostered a deeper understanding of effective teaching methodologies. 63. Volunteer English Teacher Abroad Volunteered as an English teacher abroad, teaching methodologies. cultural communication skills, lesson planning, and language teaching strategies. Showcased commitment and resilience in new environments. Fostered language learning and cultural exchange. 64. Preschool Assistant Teacher Worked as an assistant teacher in a preschool, maintaining a safe learning environment and facilitating classroom activities. Enhanced understanding of early childhood development, and patience. Collaborated with main teacher in teaching basic skills. Progressed development, and patience and nurtured their curiosity. 65. After-School Program Coordinator Coor activities and tutoring sessions. Developed skills in lesson planning, educational program development, and community relations. Showcased a strong commitment to youth educational needs outside classroom hours. Encouraged inclusive learning and extracurricular engagement. 66. Camp Counselor at an Arts Camp Served as a counselor at a summer arts camp, teaching various artistic techniques and facilitating group projects. Showcased skills in arts education, leadership, and creativity. Fostered a positive, educational, and safe environment for campers. Inspired and nurtured children's artistic abilities. 67. Volunteer Tutor for Underprivileged Students Volunteered as a tutor for underprivileged students, helping them with homework and providing academic support. Proved teaching abilities, patience, and dedication to service. Cultivated a motivational equality. 68. Special Education Aid in a Primary School Worked as a special education aid in a primary school, providing individualized attention and support to children with special needs. Gained experience in special education principles, compassion, and conflict resolution. Showcased specialized teaching skills and empathy. Students Acted as a mentor for first-year university students, providing guidance, organizational skills seminars, and academic advice. Cultivated leadership, advisory, and communication skills. Showcased ability to inspire and guide younger students. Coach for a High School Math Team Coached a high school math team, preparing them for competitions and improving their problem-solving skills. Demonstrated skills in mathematics education, strategic thinking, and competitive spirit. techniques. When discussing relevant experience on your resume, it's paramount to draw a clear connection between the skills developed in the past role and the qualifications required for the prospective job. Frame your experience in a way that clearly communicates your competencies and accomplishments, using precise language and action verbs. As a bonus, quantitative evidence of your successes (e.g., "increased sales by 15%") can concretely demonstrate your impact and potential. Don't forget to customize your resume for each specific job application rather than adopting a one-size-fits-all approach. And lastly, proofread meticulously and review each detail to ensure accuracy and professionalism; these steps will help establish a strong first impression to potential employers.