**Business Analysts**

·         Interpret, evaluate and interrelate data and develop integrated business analyses and projections for incorporation into strategic decision-making

·         Create and publish various operational metrics and performance scorecard/dashboard

·         Perform daily, weekly and monthly reviews and analysis of current processes using operational metrics and reports

·         Understand and communicate the financial and operational impact of any changes

·         Suggest changes to senior management using analytics to support your recommendations. Actively participate in the implementation of approved changes

·         Create informative, actionable and repeatable reporting that highlights relevant business trends and opportunities for improvement

·         Conduct insightful, ad hoc analyses to investigate ongoing or one-time operational issues

·         Recommend controls by identifying problems; writing improved procedures

**Project Managers - PMO**

·         Define project requirements by identifying project milestones, phases and elements; forming project team; establishing project budget

·         Validate resource requirements and develop cost estimate models

·         Monitor project progress by tracking activity; resolving problems; publishing progress reports; recommending actions

·         The role will involve a mix of product & process driven problem solving and would need the individual to focus on providing sustainable solutions

·         Stakeholder management (such as engineering teams, operation teams, fleet partners and business teams) would be a key requirement for the role. The role would be responsible for end to end solution development and on ground roll-out for the project

·         Individual needs to be proficient in structuring, problem solving, product first thinking and execution as the role will be an amalgamation of all these capabilities

·         Adopt industry best practices and create playbooks for new initiatives/launches

·         Perform daily, weekly and monthly reviews and analyses of current processes using operational metrics and reports

·         Worked on projects involving stakeholders outside the IT domain as well (e.g. Operations, Supply Chain, Finance and so on)

·         Managed the entire project cycle (end-to-end)

·         Managed some high risk, complex projects like Digital Transformation, Centralisation, Optimization and so on

·         Come from consultancy background

·         Come from Tier 1/2 colleges

**Customer Success Associate**

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**Summary**
Responsible for managing a customer portfolio of the allocated region.
A Customer Success Associate, will act as a liaison, resolve any emerging problems with products/services that
our customer might face, with accuracy and efficiency.
What are we looking for:
• Independently understand and analyze the problem faced by customers, and share a detailed explanation
with clients on the problem and solution provided
• Be self-driven and show a high level of ownership. The individual should be able to work effectively in a team
whilst enthusing others to do the same for the achievement of common team goals
• Become a subject matter expert and remain up-to-date with all the latest developments of the product
• Be a team player: When dealing with ambiguity, work with the external (Customers, vendors), and internal
stakeholders (Technical, Operations, and Support teams) and ensure SLAs are always met
• Maintain high-quality standards and bringing Innovation & process improvement to further growth of the
team and self
Responsibilities:
1) Single point of contact for all customers. Conduct regular meetings at site
2) Ensuring delivering value to the customer by new product rollouts
3) Preparing monthly presentations for clients on performance trends
4) Monitoring support ticket dashboard and acting in case of TAT delay
5) Cross-selling other products to existing customers
6) Renewal/extension of the contract
7) Taking care of every activity related to account
Skills:
1. Ability to handle stressful situation & handle critical situation
2. Result oriented & go-getter attitude to get the things done
3. Problem-Solving skills
4. Confident at troubleshooting and investigating customer’s real-time operational issues.
5. The target is to ensure excellent service standards respond efficiently to customer inquiries and
maintain high customer satisfaction.
6. Google at Excel & Powerpoint
7. Excellent verbal & written skills.
8. Previous experience of working/dealing with customers (B2B domain experience is a plus but not
necessary)
9. Appreciate working with technology and people
10. Sincere, punctual and able to take ownership

**User Experience Manager (Operations)**

We are looking for an User Experience (UX) Manager to create and lead a team of User Experience (UX) Specialists who solve the most egregious problems for our customers. The role would require to work on:

* Lead and manage teams of User Experience Specialists; responsible for the overall direction and performance of the team. Create metrics and dashboards to measure the team’s performance. Coach and develop the team to raise the bar on handling egregious CX issues
* Solving complex customer service issues and proactively preventing negative service trends
* Build UX project roadmaps and create scalable mechanisms to improve user experience through Voice of the Customer (VOC).
* Create and influence/deliver projects where you will have the freedom to try bold new ideas and influence senior stakeholders in various teams (Product, Operations, Supply, Marketing & Communications and so on) to drive Customer Experience (CX) improvements and raise the bar in all areas
* Identify root cause system and quality concerns contributing to poor customer experience and communicate actionable remedies as appropriate to management and department liaisons
* Participate in monthly and quarterly business reviews with senior leadership by providing impactful updates and being the voice of customers for the business, using data
* Managing workflow, escalations and effectively delegating workload across the team. Effectively partner and build productive working relationships with direct reports
* Cultivate relationships across organizations to ensure successful business operations, quick identification and resolution of emerging issues

Basic Qualifications

* Experience of handling highly visible Customer Relations role
* Excellent written and oral communication skills
* Influencing skills and ability to work under pressure and cope with ambiguity
* Experience in direct interactions with senior stakeholders (Snr Managers, Directors and above)
* Knowledge of Six Sigma/Lean Processes, will be an advantage
* Good knowledge of statistical concepts and their application to operations along with expertise in the use of technical/statistical tools to drive quality and process improvements
* Executive presence and presentation skills
* Experience leading and motivating a diverse team
* Ideal candidate will be a role model on Customer Obsession, Ownership, Bias for Action and Insist on Highest Standards

Preferred Qualifications

* Bachelors or Masters degree
* Experience in MS-Excel/MS-Office use
* Previous CR experience