Our innovative and growing company is hiring for a customer experience. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for customer experience

- Monitoring team member performance including skills, job knowledge and attendance
- Lead the evolution of the Customer Experience Technology, developing the CxT portfolio, roadmap, and reference architecture
- Drive end-to-end architecture across CxT, ensuring APIs are cohesive, and platforms and services are scalable, reliable and with high availability
- Drive Application consolidation, simplification, effectiveness and efficiency
- Work with key stakeholders in multiple business groups to identify the right domain service opportunities and put together a strategy to go forward
- Influence a strong set of leaders that can drive success for the individual business development teams
- Interact with a cross-functional team and drive customer experience strategy and best practice to implement applications, platforms while maintaining a cohesive end to end experience
- Strong passion and hands-on technical experience with producing and consuming services and the ability to produce proof of concept service designs
- Drive people, process, and technology initiatives to optimize the Customer experience end-to-end
- Working with external business partners to ensure shared services are aligned and that the highest quality customer service is maintained

Qualifications for customer experience

- Bachelor's level degree required, preferred fields of study include in Business Administration, Marketing, Finance, Statistics or related fields
- Analytically and strategically minded
- Education equivalent to an Associate's Degree in Business Administration or Management, or the equivalent in related work experience, demonstrating knowledge in problem resolution call center management
- Three or more years of experience in the Supervision or management of a problem resolution call center environment coupled with demonstrated experience in process improvement, project management and quality assurance and the ability to manage a remote workforce
- Proven understanding of customer management/operational processes and best practices within the industry