

Customer Experience Manager (m/f)

- in your role as a Customer Experience Manager, you will combine profound project coordination and team lead capabilities with advanced business analysis skills in the area of digital journey for lending and savings products - your primary responsibility will be the integral coordination and collection of business requirements that are defined based on best practices in the banking and fintech industries, aligned from regulatory perspective, risk management, operational and internal IT capabilities, and translate them into user stories that create seamless digital user experience - you can flexibly formulate and document comprehensive user stories that reflect transparent customer journey and, at the same time, provide ultimate clarity for IT developers, testers, and integrators - in your position, you will be responsible for systematically overseeing the coordination of the implementation and delivery process of digital solutions. This involves managing multiple units situated in various geographical locations within the CEE region. The role demands a wide-ranging focus, necessitating both the ability to maintain a strategic overview and the capacity to delve into details at any stage of product or user journey specification - you possess a strong grasp of how risk rules, compliance regulations, and legal considerations can affect the customer experience and ensure that while staying compliant, the customer experience remains user-friendly and accessible - you can define and visualize data flows between various banking and third-party systems, assess their impact on the customer journey, and generate a project plan with task prioritization based on content-driven scoping of activities - being a part of the Group Market Expansion team, you will conduct extensive market research in Romania to identify growth opportunities, understand prevailing market trends, and discern customer preferences specific to this region and simultaneously, you analyze competitor activities, scrutinizing market dynamics, and evaluating regulatory factors that exert an impact on our business within the Romanian market - the preparation of project status overviews, facilitation of meetings, tracking of task execution by team members falls under your governance

Izvor: www.moj-posao.net

Lokacija: Zagreb

Datum objave: 13. Dec 2023.

Datum isteka: 23. Dec 2023.