

Amazon Jobs Part Time/ Customer Experience Manager – Amazon Work From Home

Hiring organization
Amazon

Job Location

India
Remote work from: IND

Date posted
January 24, 2024

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Valid through
31.08.2024

Base Salary

USD 15 - USD 29

APPLY NOW

Qualifications

12th Passed & Graduate

Employment Type

Full-time, Work From Home

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Description

Amazon Jobs Part Time

As a Customer Experience Manager at Amazon, you'll play a pivotal role in shaping the customer journey across various touchpoints. You'll be responsible for identifying opportunities, developing and implementing strategies, and analyzing data to ensure our customers have seamless and delightful experiences. This is an exciting opportunity to join a company that is constantly pushing boundaries and redefining the customer experience.

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Amazon Careers

Responsibilities:

- **Lead and manage projects:** Drive initiatives that enhance customer satisfaction, loyalty, and advocacy. Conduct research, analyze customer feedback, and identify areas for improvement. Develop and implement action plans to address pain points and optimize customer journeys across various channels (website, app, call center, etc.).
- **Champion a culture of customer obsession:** Foster a team environment where customer needs are paramount. Coach and mentor team members on best practices for customer service and resolution techniques. Monitor key performance indicators (KPIs) and track progress towards customer experience goals.
- **Collaborate and partner:** Build strong relationships with cross-functional teams (product, marketing, operations) to ensure a holistic approach to customer experience. Communicate effectively with stakeholders and advocate for customer needs at all levels.

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Amazon Jobs Near Me

Skills:

- Strong analytical and problem-solving skills with the ability to translate insights into actionable strategies.
- Excellent communication and interpersonal skills, both written and verbal, to effectively collaborate with diverse teams and stakeholders.
- Project management expertise with the ability to prioritize tasks, manage deadlines, and deliver results.
- Passion for customer experience and a deep understanding of customer journey mapping principles.
- Data-driven approach with the ability to analyze customer data and translate insights into actionable recommendations.

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