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Myntra Latest Job – Myntra Job Alert – Job Seeker For Customer Experience Manager Post

Hiring organization
Myntra

Job Location

India
Remote work from: IND

Date posted
March 16, 2024

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Valid through
31.08.2024

Base Salary

USD 14 - USD 27

APPLY NOW

Qualifications

12th Pass / Graduate

Employment Type

Full-time

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Description

Myntra Recruitment 2024

As a Customer Experience Manager at Myntra, you'll be the voice of our customers, ensuring their experience is seamless, delightful, and exceeds expectations at every touchpoint. You'll be responsible for identifying and proactively addressing customer needs, driving improvements across various customer touchpoints, and collaborating with cross-functional teams to deliver an unparalleled customer experience.

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Responsibilities:

- **Own the customer journey:** Analyze customer feedback, identify pain points, and champion initiatives to improve customer satisfaction across all channels (website, app, contact center).
- **Be the voice of the customer:** Advocate for customer needs within the organization, working closely with product, marketing, operations, and technology teams to deliver solutions that enhance the customer experience.
- **Measure and optimize:** Track key customer experience metrics, analyze data, and implement A/B testing to continuously improve customer journey satisfaction.
- **Stay ahead of the curve:** Proactively research and identify industry best

practices, emerging technologies, and customer trends to inform future initiatives.

- **Foster a customer-centric culture:** Collaborate with internal teams to build a culture of empathy, understanding, and commitment to delivering exceptional customer service.

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Myntra Jobs For Freshers

Skills & Qualifications:

- Minimum 3-5 years of experience in customer service, experience in e-commerce customer experience is a plus.
- Proven track record of driving customer satisfaction improvements, demonstrably impacting key metrics.
- Strong analytical and problem-solving skills, with the ability to translate data into actionable insights.
- Excellent communication and interpersonal skills, with the ability to build rapport and work effectively with diverse stakeholders.
- Passion for fashion and a deep understanding of the e-commerce landscape.
- Proficiency in MS Office Suite and data analysis tools preferred.

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