



# join our dcs plus team

careers



hr@dcspus.net

## Customer Experience Analyst

We strongly believe that a company's greatest asset are the people. People and their natural ability to transform. Things and themselves.

Since the beginning of our journey, dcs plus has been constantly transforming: one product led to other, one version upgraded to another, each new market acquired triggered change.

To increase quality and meet expectations we have been growing our teams. New roles have been created, new people joined our team and new success stories are in progress.

Today, we continue extending our crew and we are looking for professionals with high ambitions that share the same values we do.

### WHAT ARE WE LOOKING FOR?

- Prior experience in a customer facing, technical role and demonstrated success in deploying technical solutions to meet customer's business goals;
- Highly organized, thorough and motivated professional that understands the importance of being a strong team player when it comes to forging a solution and liaising with customers.
- Previous experience in a travel agency is considered a plus;
- Advanced level of English (speaking & writing - must);
- Curious how tech-platforms work and excited to get into details;
- Genuine interest in travel industry and travel-tech area;
- High capacity to understand technical systems, work flows & terms;
- Customer focus & solution oriented;
- Great communication skills;



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- University degree (Informatics /Mathematics/Technical/Geography - nice to have);
- Real interested & passion for professional development in IT travel industry/services.

## WHAT WILL YOU DO?

- The customer experience specialist focuses on customer interaction by demonstrating specialty product knowledge, assessing customers' needs by actively listening and providing solutions to maximize customer satisfaction and loyalty.
- Acts as brand ambassadors for dcs plus products.
- Educates and excites customers by answering their questions, queries and providing a tailored experience based upon their interests and needs.
- Provides the highest level of customer service to all current and future dcs plus product users.
- The role includes being a key field partner for technical teams, working closely with customers, as well as assisting initial sales and delivery to customers who require advanced technical designs and services.
- Analyze the requests received and look for the best solutions to solve them based on the internal documentation & know-how;
- Follow the `root cause analysis` for every issue a customer is reporting and revert with an outcome in due time as per the agreed SLAs.
- Escalate complex requests & incidents that exceeds your level of competence to development team;
- Track&chase the issues you raised with the development team and keep the customer updated;
- Confirm with the customer if the proposed solution meets the expectations and solve the issues;
- Organize macro analysis of all incidents in terms of recurrence, impact, anticipating the scenarios that may occur and act in advance;
- Identify and document research best practices and help on-board new team members

## WHAT`S IN IT FOR YOU?



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- Innovative, client-focused, transparent, collaborative and results-oriented culture;
- Opportunity for professional long-term development in a young and dynamic environment;
- Competitive salary and a nice benefits package focused on employee interaction and engagement;
- Opportunity to work with a strong-growing company that continues to gain notoriety and expand in new markets.