

Customer Experience Analyst - Bucharest Office

About dcs plus

Since 2002, we are committed to designing and developing technology solutions for the travel and tourism industry. For over a decade, driven by passion, dcs plus has connected travel to technology, in direct response to the challenges and needs of the travel and tourism professionals.

We are committed to innovation and, through our solutions, we aim to deliver excellence to travel professionals, regardless of size, business model or market. We provide them the right tools needed to optimize their capabilities and improve their business performance that will shape into success stories.

- ✦ Ranked in Deloitte Technology Fast 500 EMEA
- ✦ Software localized in more than 50 markets worldwide
- ✦ More than 21 years of helping companies grow their travel business
- ✦ 300,000 travel agents all over the world are using dcs plus travel software

About the Team

We are engineers. We are computer scientists. We are techies.

The *dcs plus team* is responsible for creating and evolving the dcs plus products and services. The team also uses different tools and technology to deliver a highly scalable and dynamic platform to a fast-growing business offering covering integration with multiple partner heterogeneous technology platforms/ content-feeds. The team comprises a highly talented team of programmers, testing engineers, business analyst with independent module-based product ownership requiring direct conversation with the business and marketing teams for appropriate development planning.

This team makes sure that our products can support millions of bookings run through our platforms in more than 50+ markets.

We value our customer experience, therefore we are looking for a skilled problem solver to emphasize with our customer needs and offer the best technical & customer experience.

About the Job (Role: Customer Experience Analyst)

The Customer Experience Analyst's responsibilities include the support and development of our business partners. S/he will work with technical teams for developing, creating and improving dcs plus products through customer interaction.

What's in it for you?

- ✦ A role inside a growing company activating in a changing and versatile industry.
- ✦ Opportunity for learning, development, and recognition in a young and family-like environment.
- ✦ Continuous growth ensured by training & coaching programs & constant feedback sessions.
- ✦ Certainty and stability of the team and of the working environment.
- ✦ Opportunity to work with a strong-growing company that continues to gain notoriety and expand in new markets.

Responsibilities

- ✦ 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.
- ✦ 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.
- ✦ Become an expert & a trusted adviser with regards to our travel tech solutions;
- ✦ 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;
- ✦ Acts as brand ambassadors for dcs plus products.

Essential Prior Expertise and nice to have skills

- ✦ Prior experience in a customer facing, technical role and demonstrated success in deploying technical solutions to meet customer's business goals;
- ✦ Minimum 6 months' experience in a travel agency or a similar position;
- ✦ 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.
- ✦ Real interested & passion for professional development in IT travel industry/services.
- ✦ 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;
- ✦ Advanced level of English (speaking & writing - must);

Job Location: Bucharest

