8990 11595 Data Analyst (f/m/d) Customer Experience Function Title : Data Analyst (f/m/d) Customer Experience  
  
Location : Nürnberg (Germany), Lisbon (Portugal) or  Prague (Czech Republic)  
  
Department  : DI S ST&PO CPE  
  
Job Grade : Germany - Non-Senior Management - ERA-Entgeltgruppe 10  
  
Mode of Employment : Permanent / Full-time  
  
THINKING INDUSTRY FURTHER  
  
Siemens Digital Industries is the innovation and technology leader in industrial automation and digitalization. Together with our partners and customers we drive Digitalization in both the discrete and the process industry, enabling flexibility, efficiency, and reduced time to market. Digital transformation paves the way for innovation, services, and new data-based business models.  
  
MAKING IT HAPPEN  
  
DI Sales shapes the future of sales through first-class consultation and innovative solutions in our regions for a unique customer experience. From further developing the whole Sales Organization through close collaboration between HQ and the regions – we enable and support the countries with sales excellence methodologies, tools and best practices based on a global overview. By constantly going one step further and pushing our boundaries to take the regions and their businesses to the next level where they can exceed their partners’ and customers’ expectations.  
  
What part will you play?  
  
- In your role you support driving customer experience programs (NPS, CXM) in DI Sales with other stakeholders  
- Together with partners and G2M guides you will craft the customer journey  
- Developing strategies to assess user-centered metrics efficiently and continuously analyzing quantitative research results with confirmed statistical are also part of your task area  
- Moreover, you are responsible for consolidating large sets of behavioral user data with user feedback sourced data  
- Additionally, you will translate quantitative survey findings and other qualitative sources of feedback across different touch points into practical insights  
- Supporting the NPS process and take ownership to be the contact in DI S HQ for internal stakeholders (e.g,. GMS, DI S regions) complete your field of activities  
  
  
What you need to make real what matters.  
  
- The basis of your success is a Bachelor´s Degree in Business and/or Computer Science or an equivalent qualification  
- You bring with first work experience in similar capacity ideally within Sales organization.  
- You are a true Data and IT Enthusiast, Enabler for Business and Data Science, open to support change driving the combination of different information and insights to prepare, influence and impact business decisions.  
- To ensure impact from data it is critical to seamlessly collaborate cross-functional with various guides from IT, Data Science, and the Business  
- Improved data aggregation and visualization skills are essential to transfer the key insights in a relevant and compelling way  
- You should bring experience in Sales, experience in NPS and/or other CX related fields is a plus  
  
  
What we offer.  
  
- 2 to 3 days of mobile working per week as a global standard  
- Attractive remuneration package  
- Development opportunities for both personal and professional growth  
- 30 leave days and a variety of flexible working models that allow time off for yourself and your family  
- Share matching programs to become a shareholder of Siemens AG  
- Find more benefits here   
  
  
Individual benefits are adapted to meet local legal regulations, the requirements of different job profiles, locations, and individual preferences.  
  
What else do you need to know?  
  
We care about finding the best talent. Our main location for this Position would be Nürnberg (Germany) however, we are open to consider candidates for our business Location in Prague (Czech Republic) or Lisbon ( Portugal) comfortable working in EU time zones.  
  
We are establishing mobile working as a core element of the “new normal”. Wherever possible, “mobile working” is ingrained in our work culture, promoting self-directed and flexible work. We promote equal opportunities. Diversity enriches our company and gives us an advantage.  
  
Make your mark in our exciting world at Siemens.  
  
As an equal-opportunity employer we are happy to consider applications from individuals with disabilities .  
  
www.siemens.com/careers - if you would like to find out more about jobs & careers at Siemens.  
  
FAQ  - if you need further information on the application process.  
  
#disalesrampup  
  
#disales Computer scientist (university) We create what others dream of  
Curiosity, passion, creativity - there are characteristics that apply to everyone who works at Siemens. And when 385,000 of those people work together, the results become extraordinary.  
We analyze, ask questions, find solutions, test and refine. From sketches on café napkins to 3D printed prototypes, we believe brilliant ideas can come from anywhere. Our employees drive their projects forward with passion. We develop and patent more than 7,500 inventions every year all over the world. 2023-03-07 16:08:58.541000