Graduate Trainee – Customer Experience Learning and Engineering

Role Overview
This person who will support the Customer Experience Learning and Engineering team in driving digital customer experience initiatives across platforms. The role requires a foundational understanding of digital products, customer journeys, and technology-enabled solutions, with a strong focus on execution, data analysis, and product performance insights.

Key Responsibilities
Digital Initiatives and Operations
- Support execution and operational management of customer experience digital products across channels such as chat, messaging, and self-service platforms.
- Assist in product rollout activities including readiness checks, adoption tracking, and operational stabilization.
- Help document product workflows, standard operating procedures, and feature-level changes.
- Support backlog grooming activities such as requirement documentation, change tracking, and release notes preparation.

Product Knowledge and Engineering Support
- Develop working knowledge of CX digital products, including functionality, integrations, dependencies, and limitations.
- Assist in product testing, UAT coordination, defect validation, and feature acceptance activities.
- Support configuration validation and basic troubleshooting in partnership with product and engineering teams.
- Contribute to continuous improvement by identifying product gaps, usability issues, and enhancement opportunities.

Data, Insights, and Reporting
- Assist in tracking product performance metrics such as adoption, containment, task completion, and experience outcomes.
- Support analysis of customer behavior, journey drop-offs, and feature usage patterns.
- Prepare dashboards, reports, and product performance summaries for internal stakeholders.
- Translate data insights into structured inputs for product and CX improvement discussions.

Learning Enablement and Documentation
- Support creation and maintenance of product playbooks, learning materials, and knowledge repositories.
- Assist in onboarding and enablement activities related to CX products and tools.

Stakeholder Collaboration
- Work closely with Product, Technology, Operations, and Analytics teams to support product lifecycle activities.
- Support governance forums through status reporting, action tracking, and follow-ups.

Required Qualifications
- Bachelor's degree in engineering, Computer Science, Information Systems, Data Analytics, or a related discipline.
- Foundational understanding of digital products, software lifecycle, and customer-centric design principles.
- Strong interest in customer experience, digital platforms, and product-led solutions.
- Basic understanding of data analysis, KPIs, and reporting concepts.
- Proficiency in MS Excel and PowerPoint; exposure to product or analytics tools is a plus.

Preferred Skills and Background
- Academic or internship exposure to product management, UX, or software engineering concepts.
- Familiarity with digital platforms such as CRM, chatbots, messaging, workflow tools, or APIs.
- Basic knowledge of SQL, Python, or analytics tools.
- Ability to synthesize product, customer, and data insights into clear documentation and presentations.
- Strong attention to detail with a structured, execution-focused mindset.

Learning and Growth Opportunities
- Hands-on exposure to end-to-end digital product lifecycle in a large enterprise environment.
- Opportunity to build strong product, CX, and technical foundations within FedEx.
- Mentorship from product managers, engineers, and CX leaders.