

JOB TITLE: Consumer Experience Technology Manager  
LOCATION: Bangalore, India

**ABOUT UNILEVER:**

Be part of the world's most successful, purpose-led business. Work with brands that are well-loved around the world, that improve the lives of our consumers and the communities around us. We promote innovation, big and small, to make our business win and grow; and we believe in business as a force for good. Unleash your curiosity, challenge ideas and disrupt processes; use your energy to make this happen. Our brilliant business leaders and colleagues provide mentorship and inspiration, so you can be at your best. Every day, nine out of ten Indian households use our products to feel good, look good and get more out of life - giving us a unique opportunity to build a brighter future. Every individual here can bring their purpose to life through their work. Join us and you'll be surrounded by inspiring leaders and supportive peers. Among them, you'll channel your purpose, bring fresh ideas to the table, and simply be you. As you work to make a real impact on the business and the world, we'll work to help you become a better you.

**ABOUT UNIOPS:**

Unilever Operations (UniOps) is the global technology and operations engine of Unilever offering business services, technology, and enterprise solutions. UniOps serves over 190 locations and through a network of specialized service lines and partners delivers insights and innovations, user experiences and end-to-end seamless delivery making Unilever Purpose Led and Future Fit.

**MAIN JOB PURPOSE:**

As technology manager, you would be responsible for defining and implementing data ingestion strategy for Consumer Data platforms in line with the global DDM strategy, considering scalability, reliability, and data governance requirements to meet business needs.

Provide Oversight of design and implementation. Leverage understanding of data relationships (1P, 2P and 3P Global Marketing data) and schemas to structure data and construct ingestion processes.

Bring in the DevOps mindset and lead the design, implementation, and optimization of data ingestion pipelines, and consumer data workflows to ensure timely & accurate data delivery in UDL and drive data democratization.

Maintain comprehensive documentation of data ingestion processes, technical specifications, and data source metadata on collaboration tools like Confluence.

Security and Compliance: Ensure the platform is compliant on all accounts of Operational Excellence and IT audits. Interfacing with IT audit teams to drive best in class security compliances with relevant data protection protocols as appropriate. Oversight of all database security, implementing improvements as needed.

Performance Optimization & Continuous Improvements: Continuously monitor and optimize processes through automations, identify bottlenecks in the workflows and expose them through efficient reporting mechanisms. Investigating alternative approaches and technologies and presenting these for architectural review. Align to agile DevOps based software development life cycle with automation in mind.

Stakeholder Engagement: Effectively communicate with business teams to ensure alignment and transparency. Managing relationships with SI partners, third-party data providers and vendors, ensuring data ingestion agreements and SLAs are met.

Team leadership: Leading a team of Big Data Platform engineers. Mentoring and coaching database engineering team.

**KEY REQUIREMENTS:**

7+yrs of experience of working with consumer data

Knowledge of DevOps principles and practices, including continuous integration, continuous delivery, release management and deployments.

Knowledge on Code maintenance and Deployment.

Digital Marketing and Consumer Insights.

Good understanding of Data Driven Marketing

Security, compliance and operational excellence knowledge

Good to Have ETL Skills, Experience on Adobe Toolset for Marketing.  
A commitment to delivering and securing the highest quality data.  
Dedication to a collaborative working style and the ability to work well in small teams, both onshore and offshore.  
Data Quality & Management  
Process Mapping and Control.

At HUL, we believe that every individual irrespective of their race, colour, religion, gender, sexual orientation, gender identity or expression, age, nationality, caste, disability or marital status can bring their purpose to life. So apply to us, to unleash your curiosity, challenge ideas and disrupt processes; use your energy to make the world a better place. As you work to make a real impact on the business and the world, we'll work to help you become a better you!