

Manager of Innovation/Product Development/Customer Experience

Manager customer experience & product coordinator

Summary:

The manager will lead the development of the local company's products and solutions into unbeatable value propositions based on deep insights into our target audiences needs and demands.

You will be providing an integrated view of customer needs, market trends and competitive positions and develop product strategies and roadmaps. You will be part of innovation processes and consistently deliver new value propositions.

You will be the local company's eyes and the ears for all products and services with all local stakeholders in all relevant communities.

You will in a matrix structure report to the Country Manager with a dotted line to Head of Innovation.

Connect the partners for training and product / project purpose – onboarding.

Responsibilities:

Customers:

- Define the customer needs, Jobs-to-be-Done and conduct qualitative/quantitative research to uncover hidden opportunities.
- Define the value proposition based on opportunities and translate it into business requirements and/or user stories and deliver to the Innovation Team.
- Conduct competitive analysis and formulate local Market/Product Strategies.
- KPI' to be aligned with the above responsibilities
- Align AR for sales lead and pass to Account managers

Financial Products:

- Deep domain knowledge of retail banking, payment processing, card management, schemes, payment gateway and e-commerce etc.
- Experience of defining the customer journey and capable of developing game changing solutions that help customer make practical and emotional connections and solve well defined customer needs.
- Be the go to person for product knowledge and training.

Coordination and Project Management

- Ensuring project deadlines are met.
- Determining project changes.
- Providing administrative/market support as needed.
- Undertaking project tasks as required.
- Ensuring projects adhere targets and all documentation is maintained appropriately for each project.
- Assess project risks and issues and provide solutions where applicable.
- Ensure stakeholder views are managed towards the best solution.
- Assist in ensuring process compliance

Requirements:

- Proven track record in Product Management/Development within the financial services industry. Deep domain knowledge of retail banking, payment processing, card management, schemes, payment gateway and e-commerce.
- Define product fee and set expectations to customers/partners on product features
- Experience in running a customer facing research/innovation process.
- Familiarity with gamification principles.

Experience – 8 – 12 years

Send Profile at –

Email - avaig.kamal@nexxo.com

Contact Number - 9821586506