

Career Opportunities With
B-TRNSFRMD Consulting,

A Leading Digital Transformation
Consulting Firm,
Elevating Omnichannel Experiences



B-TRNSFRMD is a boutique consulting firm focused on agile Digital Transformation Solutions in three focus areas - Digital CX, Cloud Contact Centers and Service Desk. We bring a 360 degree value-driven approach to Digital transformation through Digital Solution Design, Service Reengineering; and Agile Technology Implementation. Clients have experienced increased Revenue, CSAT, Agent efficiency and reduced interaction costs and risk through our integrated solutions involving SaaS, Low Code, AI, & Automation, Personalization & Self-Service deployments.

We are a proud Plano, Texas Headquartered Company.

We are hiring for the position of "Junior Business Analyst (CX Product)", where the selected candidate will work in our Digital CX department.

Employment Type: Full time

Payroll: Will be under the payroll of StakLiA Solutions Private Limited (A sister concern of B-TRNSFRMD Consulting LLC).

Job profile & responsibilities:

Overview:

We are looking for bright candidates for Junior Business Analyst role, to help customers configure, implement and support enterprise level cloud based CX products. This person will gather the business requirements, document technical needs, and provide the best-in-class implementation/adoption services of the product. The BA will be trained and certified on industry leading Digital CX products.

Primary Responsibilities

- Get trained and certified on cloud CX platforms.
- Understanding the business and technical requirement and provide best customer experience during product configuration.
- Provide product training and product demonstrations to customers during the engagement.
- Stay up to date with knowledge of the products.
- Researching, diagnosing, troubleshooting and identifying solutions to resolve customer issues.
- Onboarding and Training customers to become better product users.
- Following standard procedures for proper escalation of unresolved issues to the appropriate internal teams.
- Ensure proper recording and closure of all issues.
- Provide assistance to reporting manager in pre-sales activities and documentation.

Number of vacancies: Limited. (Please note that hiring will strictly depend on the quality of the candidates fulfilling our recruitment parameters)

Job location: Currently Remote (WFH) but later on it will be WFO at Jaipur or Mumbai.

Tentative duration of probation period: 9 Months

CTC: INR 4.00 LPA for first six months. After six months, it will be INR 4.60 LPA

Educational Qualification/Stream or branch or specialization: B.E. / B. Tech (CS/IT and allied branches), B.Sc.(IT), M.B.A. (IT/Business Analytics)

Batch / Year of passing out: 2024 passing out batch.

Cut Off Criteria: Throughout 70% and above in career.

Gender: Male/Female.

Skills/Expectations (Technical/Domain):

- Familiarity with SaaS software in sales, customer support or service management (Salesforce, Freshdesk, Zendesk etc.)
- Familiarity with Contact center software (Talkdesk, NICE, Five9) or call center processes.
- Familiarity with web development technologies (JavaScript, HTML, and CSS) is a big plus.
- Familiarity with Business Analysis and documentation.

Skills/Expectations (Non-Technical/Others):

- Self-starter, Eagerness to learn
- Dynamic personality
- Diligent and attention to detail and good problem-solving skills
- Able to work in a fast-paced environment and deal with ambiguity
- Capable of working on a cross-functional team to solve business and tech problems
- Work with a global team over multiple time zones
- Excellent written and communication skills

Bond or security details or service agreement: Not applicable.

Joining: The selected candidates have to join from immediately. Leaves will be provided during final examination.

Any other details: Candidates need to be willing to work in overlap US hours (at 4:30 to 12:30 AM IST)

Please note that any candidate applying or selected are not supposed to pay any amount/fees (in any form) to the company or our recruitment partners or any parties concerned at any stage (before, during or after) the recruitment process or joining.

Recruitment event organized & coordinated by
NextGen Ventures

SOLUTION
PARTNERS



• OMNICHANNEL CX/EX • CLOUD CONTACT CENTER • IT HELPDESK/SERVICE DESK • CUSTOMER ANALYTICS

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