



ÇASTE QË NA LIDHIN.



JOB PROFILE – CRM Profiling Specialist

Country: Albania

Location: Tirana

1. Overall description of the company

A place where change means opportunity for progress and innovation. A place where people with the ambition for peak performance can go beyond what is today and create what is tomorrow.

Work and grow with Telekom Albania!

2. Purpose of the Position

CRM specialist is responsible for analyzing the customer behavior during all his lifecycle, by segment of customers with purpose of fostering customer loyalty and increasing his lifetime value. As a consequence increasing companies' revenue.

3. Key responsibilities

- Identify actionable insights working on large structured and unstructured data sets.
- Design machine learning models to identify threats and opportunities of a customer lifecycle.
- Conduct post analysis of initiatives by comparing to expected performance.
- Translate insights into business friendly presentations.
- Build automated alert reports in case of unexpected deviations in customer value and activity.
- Other duties as requested from the supervisor.

4. Job requirements

Education: University Degree IT/Statistics/Mathematics/Economics.

Experience: At least 1 year of previous experience in this area.

Competencies/ soft skills: SPSS Statistics and Modeler, SQL, MS Excel thinking is required. Fluency in English.

Preferable: R, Python.

The interested candidates are invited to send their application documents until 4th of October (a Cover Letter and a CV in English) at: jobs@telekom.com.al.