



### *Customer Experience Consultant – Full Time and Intern*

Savvy organizations know that success isn't about getting the most customers. It's about keeping the right ones. As Customer Experience Consultants, we help these organizations retain and gain valuable customers. Successful consultants have the ability to pair technical knowledge of customer systems and data with strong business acumen. Customer Experience Consultants need the skills to relate and work effectively with a wide range of individuals ranging from technical developers to customers/end users to C-Level executives.

West Monroe Partners' (WMP) Customer Experience consultants work for a variety of organizations, from insurance companies to non-profits. Our projects generally range in size from 3-10 consultants, and usually last 2-6 months.

### *Your specific responsibilities may include:*

*Assist in the development in customer experience strategies.*

- Evaluate current customer experience offerings
- Prepare customer profiling assessments and user personas
- Map customer journey
- Develop future state roadmaps

*Assist in the development of digital offerings, both externally and internally.*

- Portal solutions
- Intranet sites
- Collaborative knowledge and document management
- Conduct user acceptance testing

*Assist in the development and implementation of customer relationship management solutions, namely Salesforce.com.*

- Assist in requirements gathering
- Salesforce.com configuration
- Assist in creating materials and executing training sessions
- Conduct user acceptance testing

*Provide high performance contact center strategies and solutions.*

- Process optimization
- Technology enhancements and upgrades
- Implementation of new contact solutions
- Facilitate training and knowledge transfer for new systems and processes

*We are seeking highly motivated individuals who are:*

- Able to efficiently manage multiple tasks and contribute in a fast-paced, team-oriented environment
- Problem-solvers with natural innovative and analytical skills
- Excellent leaders with strong communication (written and oral), interpersonal and organizational skills
- Upbeat, friendly, motivated and positive team builders

*Qualifications:*

- Bachelor's degree
- Minimum major GPA of 3.00
- Track record of outstanding academic performance in one of the following preferred majors:
  - Business Management/ Economics
  - Industrial Engineering
  - Computer Science

**West Monroe Partners is an Equal Employment Opportunity Employer**

We believe in treating each employee and applicant for employment fairly and with dignity. We base our employment decisions on merit, experience, and potential, without regard to race, color, national origin, sex, sexual orientation, gender identity, marital status, age, religion, disability, veteran status, or any other characteristic prohibited by federal, state or local law.