

Please find the details below -

Department	Role	Experience	Contract Period	Roles & Responsibilities
CEO Office & Strategic Projects	Consultant - Buy Online Journey	5 years +	11 months (20-24 hours per week)	<ol style="list-style-type: none"> 1. Understand online business requirements and any technical limitations. 2. Responsible for conceiving and conducting user research, interviews, surveys, gap analysis, benchmarking and translating them into user flows, customer journey maps, wireframes, mock-ups and prototypes. 3. Suggest & drive implementation of design / layout / simplification of content & overall functionality of the online product buy journey to ensure a great user experience and conversion centric designs & journeys.
CEO Office & Strategic Projects	Consultant - Data	10 years +	11 months (20-24 hours per week)	<ol style="list-style-type: none"> 1. Strategize and seek avenues and opportunities for creating new data pipes to acquire, enrich, ingest relevant and useful data both from internal and external sources which will be beneficial directly increasing the organizations top-line 2. Provide inputs on data strategy based on business-user expectations and IT/ technology strategy 3. Ensure all internal project members and teams are aligned towards the objective & all enhancements are in sync with the same 4. Understand data structures, source systems and functionality, design facts and dimensions which would be required for data modelling 5. Scan and observe emerging technical developments and trends (e.g. python, machine learning, cloud deployment, etc.) to understand their applications
CEO Office & Strategic Projects	Consultant - Customer Centricity	10 years +	11 months (20-24 hours per week)	<ol style="list-style-type: none"> 1. Develop Customer Centricity culture & approach across BALIC customer related processes, procedures and guidelines. 2. Be the customer representative in all reviews and changes across BALIC and ensure all the changes and processes are customer centric. 3. Identify, strategize and drive simplification & ease of use during Moment of Truth (MOTs) across various touch points during customer lifecycle. 4. Develop and map the complete customer lifecycle across various touch points such as Digital (website, Whatsapp, apps, etc.), Physical (Branches, Call centre, etc.) and Phy-digital 5. Benchmark customer processes across financial industry and beyond in order to ensure that existing processes are customer centric. 6. Advise customer service team in incorporating customer feedback in the processes through continuous reviews and driving change. 7. Spearheading transformation of all customer related processes being performed by the functional teams and ensure increase is customer satisfaction scores across processes

Interested candidates are requested to send their updated resumes at Careergoals.Done@bajajallianz.co.in with subject line as “GIG Opportunity: <<Department Name >>, <<Role>>”. For e.g. GIG Opportunity: Institutional Business, Consultant - Content Development.