



**Mitsubishi Motors Malaysia Sdn Bhd** is the official distributor of Mitsubishi Motors vehicles in Malaysia. As one of Malaysia's leading automotive company, Mitsubishi Motors Malaysia is committed to produce and sell vehicles that are technologically advanced, high in quality, performance, safety and comfort.

We invite suitable talented individuals who are result-oriented, fast-paced and committed to join us as:

## **SR. EXECUTIVE/ ASST. MANAGER – ANALYST CUSTOMER EXPERIENCE, CUSTOMER RELATIONS DEPT (based in Shah Alam)**

The Analyst in the Customer Experience Section are responsible to gathers, analyses, and interprets customer data to improve overall satisfaction. This role identifies trends, provides actionable insights, and supports strategies to boost customer loyalty. The Analyst collaborates with various departments to ensure a data-driven approach to managing customer experience.

### **Responsibilities:**

#### **Data Collection & Analysis:**

- Collect and analyse customer feedback from various sources, including surveys, social media, and direct interactions.
- Use statistical methods and data analysis tools to identify trends and patterns in customer behaviour and satisfaction.
- Develop and maintain dashboards and reports to track key performance indicators (KPIs) related to customer experience.

#### **Customer Insights:**

- Provide actionable insights based on data analysis to support decision-making and strategy
- Identify areas for improvement in the customer journey and recommend solutions to enhance customer satisfaction.
- Collaborate with the Customer Experience team to implement data-driven initiatives.

#### **Performance Metrics:**

- Monitor and report on KPIs such as Net Promoter Score (NPS), Customer Satisfaction (CSI & SSI), Retention Rate (Service) and Penetration Rate (B&P).
- Prepare and present regular reports to the HOD of CR Dept and other stakeholders.
- Develop action plans based on data analysis to address any issues or opportunities.

#### **Customer Journey Mapping:**

- Assist in mapping the customer journey to identify touchpoints and areas for improvement.

### **Human Capital Management Department**

Mitsubishi Motors Malaysia Sdn. Bhd. (680028-M)  
Level 6, Building A, Dataran PHB, Saujana Resort, Seksyen U2  
40150 Shah Alam, Selangor Darul Ehsan  
Tel: 03-7680 6688 | Fax: 03-7622 2238  
Website: [www.mitsubishi-motors.com.my](http://www.mitsubishi-motors.com.my)  
E-mail: [hr@mitsubishi-motors.com.my](mailto:hr@mitsubishi-motors.com.my)

- Collaborate with other departments to ensure a cohesive and consistent customer experience across all channels.

**Process Improvement & Collaboration:**

- Identify process improvement areas from data analysis and customer feedback.
- Collaborate with cross-functional teams to enhance the customer experience.
- Stay updated on industry trends and best practices to drive innovation.
- Work closely with sales, marketing, and product teams to ensure a cohesive customer experience.
- Participate in cross-functional projects to drive customer experience initiatives.
- Share best practices and insights internally especially to the team

**Requirements:**

- Minimum bachelor's degree in business administration, Marketing, Statistics, Data Science, or related field.
- Minimum of 3 years of experience in Data Analysis/Customer experience or related field.
- Proven track record of using data to enhance customer experience.
- Strong analytical and problem-solving abilities.
- Proficiency in data analysis tools and software (e.g., Excel, Power BI, Power Point, CDP, DMS or similar).
- Excellent communication and presentation skills.
- Ability to work collaboratively across departments.
- Strong organizational and time management skills.
- Good communication skills and must be able to converse fluently in English and Bahasa Malaysia
- Passion to facilitate resolution of problems and alleviate conflicts tactfully

Interested applicants are invited to write-in, fax or email a detailed resume stating qualifications with a recent passport-sized photograph to: