

About 3LOQ:

By joining 3LOQ, you will be part of a young, creative and dynamic company 3LOQ's Habitual AI learns how customers use a banking product and provides personalized feature recommendations that put them on the path to long-term loyalty. The first AI solution of its kind, it goes beyond providing the 'next best action' to creating dynamic pathways for customers to reach a goal. Habitual AI triggers intent-driven usage at scale and makes financial marketing more relevant by crunching billions of data points in hours using cognitive computing, analytics and machine learning. This enables banks to create customer habits, reduce churn and optimize marketing spend. 3LOQ has currently partnered with the second largest private bank in India to accelerate their customer engagement with AI. They are expanding their partnerships to other banks in India, USA and South East Asia.

Responsibilities:

Coordinate with clients and technical team to execute assigned projects within deadlines.

Discuss with clients about project technical requirements.

Work with technical team to ensure project deliverables meet quality standards and client requirements.

Stay updated with company products and technologies.

Act as primary client contact for all inquiries and concerns.

Provide technical and functional support to client project

Schedule technical trainings to clients as needed.

Maintain project technical specifications and other documentations.

Provide assistance to technical team as and when required.

Adhere to company engineering guidelines and standards

Skills: Python, Talend, bash scripting

Experience: 2+ years of experience in a client facing role

Education: B-TECH

Location: Lower Parel(Mumbai)

Good communication and analytical skills