

Senior Manager Retention

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Company: Ooredoo Group

Location: Qatar

Category: other-general

This role is responsible for owning, managing and driving all base management activities of the Mobile Entry Value segment (pre- and postpaid) through the definition and execution of cross and upsell, retention and ARPU enhancing activities.

Customer Retention Manager manages all customer retention activities. Takes initiatives in customer satisfaction via process improvement plans and efficient reporting and flow of information. Being a Customer Retention Manager maintains industry relationships and develops budgets and controls costs.

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