

WE CREATE OPPORTUNITIES FOR YOU TO  
CONTINUE GROWING AT CEMEX



## Customer Service Analyst EUR

### Customer Experience

#### Role Summary



Responsible for supporting Smart Service Center Objectives: Improving customer satisfaction; enhance operational efficiency; optimize operational costs; and deliver total experience: customer & employee experience.

#### Profile



#### Education

- Educational background in economics, business, or administration
- English – B2
- Solid understanding of design reporting (PowerBI) collaboration tools (SharePoint, Microsoft Teams, Trello) and Office 365 package.

#### Experience

- Experience of 2 years in processes improvement and continuous improvement.
- Strong knowledge of company products, services and policies.

Customer Experience Director EMEA

Service Center Operations  
Manager EUR

Customer Service Analyst EUR



Silvia Vaquero

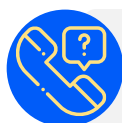
“  
Join the Customer Experience team and help us continue providing the best service to our customers.  
”

#### Our commitments in the selection processes:

- Objectivity and transparency: In the selection matrix you can consult the criteria on which the best talent is chosen.
- Diverse and inclusive environment: We all have the opportunity to develop and move along.
- Confidentiality in all our requests.

#### If you are interested in this role...

- To apply, update your Success Factors profile and click here to apply
- Deadline: **March 1<sup>st</sup>, 2024.**
- Human Resources Contact: **Catalina Beltrán**  
[auracatalina.beltran@cemex.com](mailto:auracatalina.beltran@cemex.com)



If you wish to report any irregularity in this process, you can do so through ETHOS.

To get more information about this hiring process, click below:

Customer Service Analyst EUR