

Junior Customer Experience Consultant (September 2024)

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Microsoft, information management, no experience, consultant Belgium share on

Please note we have filled this position for , but we are accepting applications for future openings in .

“As a Customer Experience Consultant, my job is very diverse: customizing software based on the needs of the client, aligning with stakeholders on what the specific business needs are, working on training materials to coach the client in using the software the correct way, etc. The type of work really depends on the stage of the project. I’m now working on a project where I’m configuring Microsoft Dynamics to the needs of the client, organizing the data set to make use of other integrations, documenting the configurations in DevOps, etc. Being a functional consultant means that you have to adapt to the needs of the project in order to provide value to the client. This is done by automating and optimizing their processes such as marketing, sales, field and customer service!” — Nicolas Flanagan

Like Nicolas, you’ll be working as a **functional consultant**, straddling the business and IT sides of our projects. What does that mean exactly? A project typically goes a bit like this: first, you visit the customer and organize **workshops** to analyze their way of working. Based on that information, you create **blueprints** , drawing up processes and suggesting

optimizations. Then the IT part comes into play. You'll be inputting the processes to a **software package** and translating **business requirements** into **technical specifications** for our developers (who will do the coding). After **testing** whether everything works properly, you'll train the customer in how to use the new system.

Prepare yourself for an interesting journey in e-commerce, sales, marketing, field and customer service, working on exciting projects for a broad range of companies and industries!

Apply for Junior Customer Experience Consultant (September)!

Thank you for your application.

We will get back in touch with you soon! Have a great day!

read our stories

What team will you be part of?

Our **Digital** domain allows our clients to connect with their customers in a digital context, while providing a personal connection and efficient service. This means we take a close look at their sales and marketing processes and automate them using software packages like **SAP, Microsoft Dynamics, and Salesforce**. Are you curious about the impact qualitative digital marketing strategies, beautiful web shops, and well-designed CRM systems can have? Look no further!

We work where we work best, when we work best. delaware has its offices in Antwerp, Ghent, Kortrijk, Liège, Lummen, and Wavre, but as a consultant, you'll sometimes find yourself **on-site** with our customers as well. We offer flexible hours, and we'll find the perfect balance together.

Prepare to **launch your career** like a rocket! At delaware, you'll enjoy an attractive salary package and you'll be part of one of the most exciting workplaces in Belgium and beyond. We'll provide you with intensive training and onboarding and will invest in your growth every single day. If you're motivated, the sky really is the limit.

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