

Conversational AI business analyst

Overview: This is a results-oriented role in a fast paced AI environment where the candidate will be working on multiple projects in the same time. The ideal candidate will have hands-on experience on Conversational AI and Speech Analytics. The role involves interaction with enterprise clients thus the candidate will preferably have some experience in a client facing role or feel comfortable with discussing technical concepts and project progress with clients.

Responsibilities

- Design and implement dialogue flows for voice assistants and chatbots.
- Train NLU models and/or work with Large Language Models applications.
- Analyse Contact Centre interactions through a business perspective and create Speech Analytics reports and dashboards using Spitch's toolset.
- Co-operate daily with a team of engineers, project managers and other AI business analysts.
- Participate in client meetings before and during the execution of a project and discuss the progress, deliverables and deadlines.
- Design client-centric Conversational AI and Speech Analytics solutions with a business acumen.

Requirements

- Working experience in at least one of the following areas:
 - Dialog Design
 - NLU training
 - LLMs
- Experience working within the Speech Analytics as a business analyst.
- Based in Switzerland.
- Fluent in English and German.
- Comfortable with working on a project basis fast paced environment with tight deadlines.
- Comfortable in participating in meetings with enterprise clients.

Nice to have:

- Knowledge or exposure to speech technologies (ASR, TTS)
- Experience presenting business reports to enterprise clients.
- Familiarity with Large Language Models.
- Knowledge of Spanish and French.
- Python or JavaScript knowledge and prior experience in a technical support role would be a plus.
- Client facing experience.
- Familiar with Contact Centre operations and ecosystem.