



Do you have a passion for developing digital concepts based on customer insights?

For our team in Copenhagen, we are excited to welcome a **customer insights consultant** driven by interest in facilitating creative processes and developing amazing digital user experiences. As a consultant at Kaplan you will have a client-facing role.

What are we offering?

At Kaplan, our goal is to help our clients navigating in the fast changing world of marketing and technology. We offer an exciting career with both personal and professional development. We guarantee a steep learning curve in an industry with high competition and exciting projects. You will be trained to work across strategic and tactical levels. As a part of our fast-growing team you will have the ability to develop your career fast and build your technical and analytical skills while gaining knowledge in marketing technologies and the latest trends in marketing automation. Your everyday will take place in our office in Copenhagen with ambitious colleagues with great diversity who are always ready to spare. Early on you will be given responsibility and therefore have an impact on delivering exciting projects. As our Consultant, you will be a part of our team that facilitates, prepare and implement strategic communication activities across different communication channels and technical systems. You will get the chance to work with big clients and have your fingerprint in the development process. Your main work will consist working as a consultant with client focused activities e.g. user experience (UX) projects where you will draw prototypes of the digital user experiences and do technical specifications of these. Furthermore, you will facilitate workshops with our clients with the purpose of developing new amazing customer experiences and marketing activities.

Who are we looking for?

We are looking for a fulltime Consultant. You thrive in digital environments and have solid Danish communication skills. We're looking for a consultant who has 2-5 years of experience within digital marketing or a related field. You are an experienced consultant and have worked on either the clients or agencies with UX, concept development, facilitation of workshops, techno-anthropology, email marketing, digital business development or growth hacking.

What would your mission be?

- You have a relevant Masters degree with a focus on marketing from CBS, AAU, ITU or another college
- You have experience conducting user-research, such as interviews, observations, usability testing, etc.
- You have experience working with UX in previous jobs
- You have experience within consulting with a strong client focus
- You are an excellent communicator who excels simplifying complex, solution driven ideas to others
- You know how to create commercial opportunities with clients and convert it into sales
- You thrive for digitization, personalization and marketing technologies
- You have a flexible and proactive approach with an eagerness to solve complicated challenges
- You have the ability to thrive in an environment of constant change
- You are fluent in Danish and English in both writing and in person
- You are a team-player who contributes with good energy to our team

Do you have the qualifications and do you see yourself as a perfect match? Apply today!

About Kaplan

The trend is clear – Companies who wants to be measured in the competition must see the customer in an entirely new way. To create customer experiences based on data, there is a need for solutions combined with analyses, technic and communication. Kaplan is the leader of this evolution in the North and is now searching for additional competences. The office in Copenhagen started back in 2013 and is a fast-growing company, which is why you will have the chance to put your mark in the company and have an indispensable role in our team. At Kaplan we believe in top performing and passionate people who goes the extra mile and want to explore their full potential.

Start

As soon as possible.

Position type

Fulltime position as a Customer insights Consultant

Application

Last application date: May 27th 2018. Interviews will be held ongoing. Please put in "Customer insights Consultant" in the subject line and send your application, CV and transcripts to Teresa.nguyen@kaplan-cph.dk.

For further information please contact Caroline Andersen, Sr. Consultant at Caroline.Andersen@kaplan-cph.dk or on phone at +45 22 80 49 40

Contact: Teresa Nguyen HR-coordinator at Kaplan Denmark
Teresa.Nguyen@kaplan-cph.dk +45 20 68 80 76