

Start hiring for results in Customer Experience & Service

Make work actually happen across service, support, processes, and journeys by working on-demand with the best Customer Experience specialists.

HITACHI

Gemeente Zeist

heijmans

brabant Water

Sfeervol Meerssen

RH MARINE

gm gemeente goosmeren

TOYOTA
MATERIAL HANDLING

Specialisms & Expertise

Find the services Blackbear supports in Customer Experience & Service

Customer Success

Customer Success Strategy

Onboarding & Adoption Programs

Account Health & Retention Management

Value Realisation Frameworks

Customer Success Playbooks

Renewal & Expansion Support

Customer Success Metrics & KPIs

Customer Success Operations

Service Design

Service Design Strategy

End-to-End Service Blueprints

Customer-Centric Process Design

Touchpoint & Interaction Design

Service Prototyping & Testing

Service Improvement Roadmaps

Service Governance & Standards

Service Performance Measurement

Customer Support

Customer Support Strategy

Support Model & Channel Design

Service Desk & Support Operations

Case & Ticket Flow Optimisation

Escalation & Incident Handling

Support Quality & SLA Management

Knowledge Base & Self-Service Setup

Support Performance Reporting

Process Improvement

Customer-Facing Process Analysis

Process Redesign & Optimisation

Handover & Escalation Improvements

Efficiency & Quality Improvements

Root Cause Analysis

Continuous Improvement Initiatives

Process Performance Measurement

CX Process Governance

Feedback & NPS

Customer Feedback Frameworks

NPS Program Design & Execution

Voice of Customer (VoC) Systems

Survey Design & Deployment

Feedback Analysis & Insights

Closed-Loop Feedback Processes

Action Planning & Follow-Up

Feedback Performance Tracking

Journey Mapping

Customer Journey Mapping

Persona & Scenario Definition

Journey Pain Point Analysis

Moment-of-Truth Identification

Cross-Channel Journey Design

Journey Validation & Testing

Journey Improvement Roadmaps

Journey Performance Measurement

Specialists & Profiles

Work with Senior CX Specialists, Service Designers, Journey Experts, and more

- Customer Success Managers
- Customer Success Consultants
- Onboarding Specialists
- Adoption Managers
- Retention & Expansion Specialists
- Customer Value Managers
- Account Health Analysts
- Customer Success Operations Specialists
- Renewal Managers
- Customer Success Program Leads
- Customer Metrics & KPI Analysts
- Customer Enablement Specialists
- Customer Success Governance Leads
- Senior Customer Success Specialists

- Service Designers
- CX Consultants
- Journey Design Specialists
- Service Blueprinting Experts
- Interaction Designers
- Customer-Centric Process Designers
- Service Innovation Consultants
- Service Prototyping Specialists
- Service Improvement Leads
- Service Governance Specialists
- Service Performance Analysts
- Design Facilitation Specialists
- Service Design Program Managers
- Senior Service Design Specialists

- Customer Support Managers
- Service Desk Managers
- Support Operations Specialists
- Customer Care Coordinators
- Incident & Escalation Managers
- Support Quality Analysts
- SLA & Performance Specialists
- Knowledge Management Specialists
- Support Process Designers
- Customer Support Analysts
- Omnichannel Support Specialists
- Support Enablement Leads
- Support Governance Managers
- Senior Customer Support Specialists

- Process Improvement Consultants
- CX Process Analysts
- Operational Excellence Specialists
- Continuous Improvement Managers
- Lean & CX Improvement Specialists
- Root Cause Analysis Experts
- Process Performance Analysts
- CX Operations Specialists
- Process Redesign Leads
- Customer Process Owners
- Improvement Program Managers
- Process Governance Specialists
- Process Optimisation Analysts
- Senior Process Improvement Specialists

- Customer Feedback Specialists
- NPS Program Managers
- VoC Analysts
- Survey Design Specialists
- Customer Insight Analysts
- Feedback Operations Specialists
- Closed-Loop Feedback Managers
- Customer Experience Analysts
- Feedback Data Analysts
- Customer Listening Specialists
- Feedback Governance Leads
- CX Insight Consultants
- Feedback Program Managers
- Senior Feedback & NPS Specialists

- Journey Mapping Consultants
- CX Strategists
- Journey Analysts
- Persona Development Specialists
- Customer Research Specialists
- Journey Design Facilitators
- Experience Architects
- Journey Improvement Leads
- Cross-Channel Experience Designers
- Journey Performance Analysts
- Journey Governance Specialists
- Journey Operations Managers
- Journey Program Leads
- Senior Journey Mapping Specialists

Collaborations & Budget Ranges

Engage specialists, teams or boutiques in 3 possible ways



Assignments

Run quick assignments that make an immediate difference for your team and the results you seek.

From €3k - €25k per assignment.



Projects

Execute projects with phased milestones and deliverables, to support bigger challenges.

From €25k - €200k per project.



Interim

Add reliable senior expertise or operational punching power, to strengthen your team's capacity.

From €35 - €150 per hour.

Examples & Inspiration

How other leaders build high-quality customer experiences with Blackbear

Account Health & Retention Programs

Customer Onboarding Optimisation

Service Design & CX Redesign

Customer Support Transformation

Process Improvements for Customer Journeys

NPS & Voice of Customer Programs

Feedback Implementation

Customer Journey Mapping Initiatives

Omnichannel Experience Designers

Service Quality & SLA Optimisation

Customer Value & Adoption Programs

CX Governance & Performance Setup

Customer Insight & Analytics Programs

End-to-End Journey Improvements

Scalable Customer Experience Models

Hire better and faster for your Customer Experience agenda.

Achieve the results you aspire, exactly when and where you need them.

Let's Talk →

