



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

**Customer Service Training and Quality Support
2 Days Training**



Big Data Analytics and Management Training Course

OVERVIEW



There have been some astonishing developments in data-collecting technologies in recent times, which have changed the way organizations make informed decisions. This Big Data Analytics and Management Certification Course provides an introduction to big data analytics for all business people, including those with no previous experience in data modelling or analytics.

You will understand how data analysts define, calculate, and make business decisions in the areas of marketing, human resources, finance, and operations, and develop data mastery and a rational mindset that will help you make calculated conclusions.

The Big Data Analytics and Management training will also enable you to apply your skills to interpret a real-world data set and make appropriate business strategy recommendations.

What is the aim of this 'Big Data Analytics and Management Certification' program? This course is intended to affect the way you think about converting data for the purpose of better decision-making. It focuses on how data can be used to successfully increase profits in various business settings.

You will learn how to model future demand trends, forecast the outcomes of competing policy alternatives and choose the best course of action for effective risk management.

The Big Data Analytics and Management Certification training course will present and discuss topics that will provide insights into a variety of real-world business challenges, explain the techniques methods and software that can be used to face these challenges quantitatively, as well as deal with any issues involved in managing data.



Course Objectives

Upon completing this Big Data Analytics and Management course successfully, participants will be able to:

- Recognize different data elements in your own work and in everyday life problems
- Clarify the need to design a Big Data Infrastructure Plan and Information System Design
- Detect the common data operations that can be performed by various types of data
- Choose a data model to meet the characteristics of your data requirements
- Apply effective techniques to manage the streaming of data
- Distinguish between a conventional Database Management System and a Big Data Management System
- Understand the need for different types of data management systems in different contexts

TRAINING METHODOLOGY

This is an interactive Big Data Analytics and Management training program and will consist of the following training approaches:

- Lectures
- Seminars & Presentations
- Group Discussions
- Assignments
- Case Studies & Functional Exercises





Organisational Benefits

Companies who send in their employees to participate in this Big Data Analytics and Management course can benefit in the following ways:

- Give your employees the ability to analyse an immense volume of data in order to arrive at critical business insights that have a huge impact on your company's policy and marketing strategies
- Provide your workforce with flexible and cost-effective professional development opportunities
- Analyse case studies in this domain and be able to apply successful techniques in your organisation
- Comprehend the principles and practice of data analytics and the context in which this operates

PERSONAL BENEFITS

Professionals who participate in this Big Data Management and Analytics course can benefit in the following ways:

- Learn and work with data analysis and management tools that are used widely
- Study each of the major fields of data analytics in an organized and logical manner
- Increase your demand as a professional with experience in data analytics because most organizations are now looking for ways to exploit the power of big data
- Recognize how to apply big data analytics across various industries
- Obtain certification in emerging concepts like data analytics and management, that will show potential employers and professional peers that you are an individual who takes your career seriously
- Keep yourself updated with the latest industry trends in technology and use them to make better decisions at your workplace, thereby increasing your chance of success, and improving your credibility subsequently



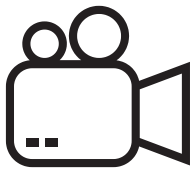


WHO IS THIS PROGRAMME FOR?

This course would be suitable for:

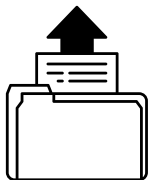
- Data analysts
- Business intelligence analysts
- Data visualiser
- Data and analytics managers
- Any professional who is interested in learning how data can be used in decision-making

PROGRAMME HIGHLIGHTS



+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : INTRODUCTION

Module 2 : CHARACTERISTICS OF DATA

Module 3 : DATA MODELS

Module 4 : DATA MODELS

Module 5 : DATA STREAMING

Module 6 : DBMS AND DATA MANAGEMENT

Module 7 : DATA OPTIMISATION

Module 8 : DATA SUPPORTING DECISION-MAKING

Module 9 : DECISION TREES

Module 10: DESCRIPTIVE ANALYTICS

Module 11: PREDICTIVE ANALYTICS

Module 12: PRESCRIPTIVE ANALYTICS



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapapun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.

OUR CLIENT





Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

LOKASI

Kantor 1

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Citragran Cibubur

Kantor 2

Jl Jatayu IV C Komplek Taman Harapan
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BIG DATA