



MODERN CUSTOMER CARE STRATEGIES FOR 2019

3-DAY INTENSIVE TRAINING PROGRAMME AT THIMPHU TECH PARK
JANUARY 31ST, FEBRUARY 1ST & 2ND FROM 9.00AM TO 5.00PM



INTRODUCTION

As 2018 has ended, it's time to reflect upon this year's Customer Care industry highlights, and to think about what's expected to happen next year. To help you plan for 2019, London Institute of Business and Technology has put together an intensive programme at Thimphu Tech Park to make sure prepare for 2019!

COURSE CONTENT

1. Understanding the Customer Life Cycle and Retention
2. Engagement and Follow-up Marketing Channels
3. Modern Communication Channels
4. Communication Automation
5. Cloud Strategies for Modern Customer Care
6. Digital Transformation
7. Chat Bots: The year of maturity
8. Unified Communication Systems
9. The future of Customer Care

CONTACT

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* Limited Seats Available



TRAINER SESIRI PATHIRANE

BSC (UK), MBA (AUSTRALIA)
CEO OF
LONDON INSTITUTE OF BUSINESS & TECHNOLOGY

SESIRI CURRENTLY SERVES AS THE CEO OF LONDON INSTITUTE OF BUSINESS AND TECHNOLOGY. PRIOR TO LIBT, HE HAS SERVED IN VARIOUS ORGANIZATIONS IN DIFFERENT CAPACITIES. COMING FROM A TECHNOLOGY BACKGROUND, HE FOUNDED CENTURYWARE, A COMPANY FOCUSED ON PRODUCT DEVELOPMENT FOR TECH STARTUPS. HIS PREVIOUS EXPERIENCE INCLUDES, DIRECTOR OF INFORMATION TECHNOLOGY AT SEACRETS, INC, USA, CEO AT CENTURYWARE, DIGITAL TRANSFORMATION CONSULTANT AT AEGON INSURANCE AND MANY MORE IN CONSULTING CAPACITY.

HE HAS A VERY STRONG STARTUP BACKGROUND AND HE IS A BLOCKCHAIN AND CRYPTO ENTHUSIAST. HE CURRENTLY WORKS ON AN ETHERIUM BLOCKCHAIN-BASED ACADEMIC VERIFICATION PLATFORM ON THE SIDE.

WHAT YOU GET

QUALIFIED ENGLISH SPEAKING TRAINERS
ON-SITE OR OFF-SITE TRAINING
PERSONALIZED LEARNING ENVIRONMENT
INDUSTRY-FOCUSED CONTENT

PROGRAMME FEE

NU 15,000
LUNCH IS PROVIDED
CERTIFICATION FROM LIBT INCLUDED