Finn-X Services

Customer Experiences with a Finnish Heart

• Mapp

Customer
 Insights & Data

CUSTOMER EXPERIENCE

BUSINE OPERATI & TRAINII

- Customer Experiences
- Business Operations
- Teaching & Training
- Sales & Customer Service
- Marketing
- Content Creation: Finnish & English

ALL THINGS CUSTOMER EXPERIENCE

"Making Your Customers Matter"

CONTENT CREATION Finnish & English

 Copywriting Newsletters, Marketing C

MARKE



Let's make your customers matter: Jonna@FINN-X.com, 773 459 5450

	CX Strategy &	Implementati	on	
• Persona C	reations			
ping		 Operations Improvements 		
a • Linking Channels				
• Market Research		 Training: Sales teams & Curriculum customer service Planning 		
IONS • Tea	ching: Custome vice, Marketing es	ər		
• Event Planning				
Cross & Up-Sell Tactics				
SALES & USTOMER SERVICE		Improving Sale Processes	• Su	• Feedback Loops rveys
		• А/	/B Testing	
Marketing Schedules				
Stra	i-Channel tegies	Targeted	Lifecycle Marketing	 Designing Marketing Materials (social, direct, postcards,
-	Campaigns & omations	Marketing Campaigns		business cards, flyers, QR codes etc.)
g: Articles, s, Blog Posts, Copy etc.	• Website Content	Website Edit (Wix, Wordpr GoDaddy)	ing Traini	arding & ing Handbooks mal & external)

And learning more every day.