Working for Creative Virtual
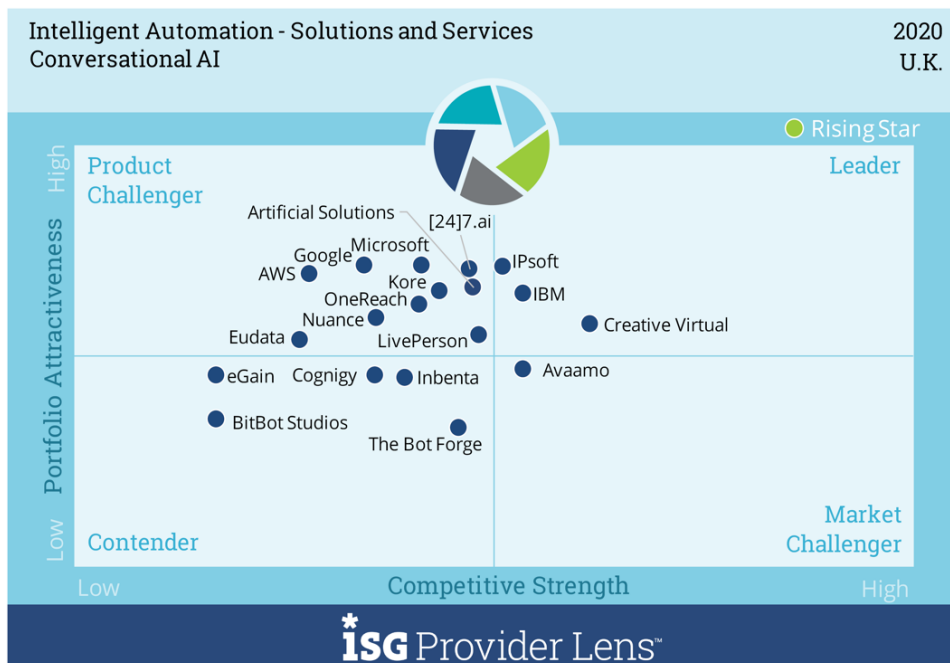
As a BI Developer

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Introduction

Creative Virtual is a small, well-established, international, privately-owned company operating in the area of Conversational AI.

Founded in November 2003, the company has grown organically without major investment, winning many enterprise level customers and prestigious awards, including the Queen's Awards for Enterprise in Innovation.

Some early clients have stayed with the company for over a decade because of the rich feature set developed over the years.

Staff likewise enjoy the collaborative, high-pressure environment, punching against their weight against industry giants such as IBM, Microsoft and Google, and winning, as this independent analysis from 2020 shows. Two-thirds of the workforce have been with the company for 4 or more years, and the turnover rate for technical team members is even lower.

Source: ISG Research 2020

BI Development

Our chatbots process over 80 million conversations a year and are deployed on some of the most heavily trafficked websites in the world, with high-profile global clients ranging from leading financial institutions to social networking sites.

The goal of the analysis team is to create reporting to support Creative Virtual's chatbot and live chat services which we provide to clients for use with their businesses. The aim is to provide Business Intelligence that is automated, on-demand and self-serve.

We develop and maintain Business Intelligence services using a variety of tools.

On a day-to-day basis we work with SQL Server, SSIS and python scripting along with BI tools like LogiXML to create new offerings to help our clients gain insight into the use of their chatbots and live chat services.

This is a unique opportunity to join a team providing analysis of big data in a marketplace which is still comparatively niche at the moment but looks set to explode over the next few years.

Working with large volumes of largely textual transactional data, you will also have the opportunity to learn new skills and shape the company's BI offering as we migrate to Kafka streams, API-based data access, in-house developed dashboards, and more modern BI tools such as Tableau or Power BI.