creativevirtual
The science of conversation™

Working for Creative Virtual

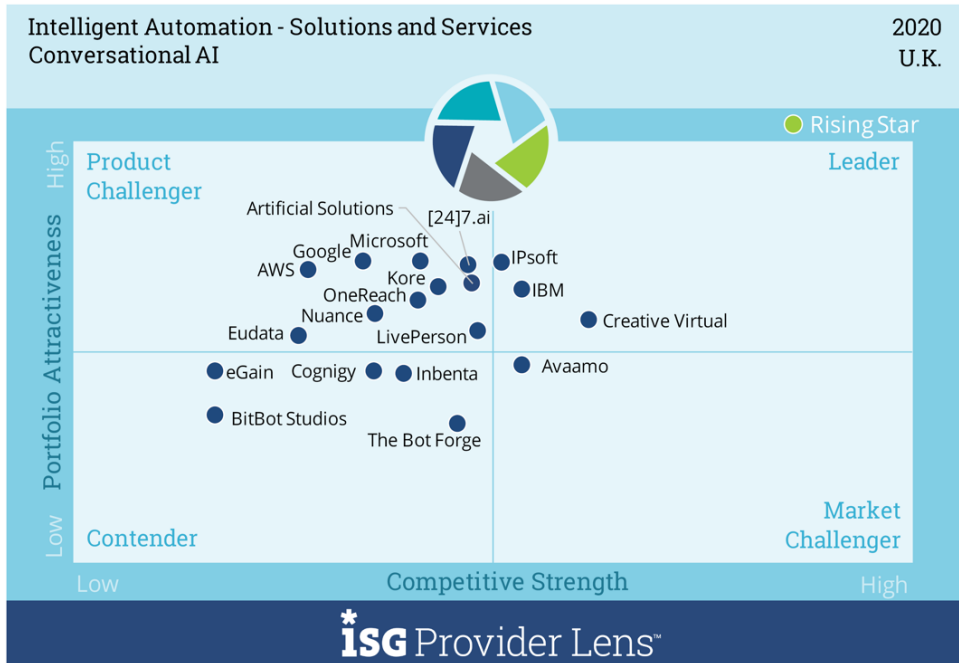**As a Senior BI Developer**

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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 above 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

With over 20 years' experience and expertise of NLP and conversational AI, Creative Virtual have developed a complex and richly functional content management system to meet the needs of heavily regulated industries adopting customer channels using these technologies.

During 2021 this application has been largely re-architected with microservice-based APIs at the back end and a modern front end using technologies such as Vue 3. This separation will allow for the integration of powerful and highly functional reporting tools into the application itself.

Our award-winning NLP/AI engine has also been adapted so that text-heavy structured and unstructured transactional data will be written to Kafka streams. These will in turn be ready by in-house/third-party consumers and siloed into SQL or no-SQL data stores as appropriate.

APIs will allow clients to access their own data directly and will also provide access points for both embedded dashboards (for standard, out-of-the-box reporting) and third-party BI analysis tools such as Tableau or Power BI where bespoke reporting is required.

Creative Virtual are therefore seeking an energetic and experienced data specialist to take ownership of these developments and drive them forwards.

The successful candidate will be expected to …

- Perform a review of the existing UK and US reporting dashboards, a pre-agreed wish-list for standard reporting, and important bespoke reports
- Consult global analytics team members to establish any local market requirements
- Arrive at an agreed functional requirements document for V-Portal™ and V-Person Live Chat™
- Architect database schemas to support the new global dashboard and any likely bespoke reports
- Work with the technical teams to define the APIs required for efficient extraction of data
- Work with the Technical, Analysis and Operational teams to visualise the new dashboard (based on the existing dashboards)
- Assist in the QA testing of the new dashboard

This is an unparalleled opportunity to design, develop and build a reporting system that will be used daily by some of the largest financial institutions on the planet. The pressure will be intense, but you will get the support of many great teams of exceptional and committed individuals.

Benefits include a competitive salary, flexible remote working around negotiable core hours, an annual performance bonus scheme, and guaranteed job satisfaction.

For more information about the company, visit our web site at

https://www.creativevirtual.com/about/