

JUNIOR DATA Analyst

ROLES AND RESPONSIBILITIES

- Provide business analysis support to a specific business lines or activities and reports to the Senior Data Analyst
- Provide daily contact management reports as required by company
- Produce weekly consolidated program reports and analysis for management
- Provide monthly reporting on program assigned to teams
- Respond to ad hoc metrics requests from the management
- Fulfill management and all other reporting requirements in a timely and accurate manner

REQUIREMENTS

- Minimum 2 years relevant experience in Service Desk Environment , Contact Management Center or commercial environment
- Bachelor's Degree in IT, Commerce or Business related courses and/or have relevant experience in data analytics and program reporting
- Resourceful and independent and able to offer solutions to problems faced
- Ability to analyze data based on industry, business and commercial sense
- Candidate must have solid working experience in using tools such as MS Office especially MS Excel, Macros, pivots and familiar with CRM systems
- Effective communication in oral and writing with excellent presentation skills.
- Be prepared to work in a high-pressure environment and be fully responsible
- Willing to work long hours if needed.
- Have passion for simplification and automation.

SOFTWARE SKILLS

- Intermediate to Advanced use of Excel and Power Point
- Additional experience and skills in databases maintenance and CRM systems is a plus.