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# Example of Bilingual Analyst Job Description

Our company is looking for a bilingual analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for bilingual analyst

* Resolve customer fallout issues on wireless LNP requests
* Meet and/or exceed Call Centre monthly performance objectives including, Quality, Productivity, Call Handle time, Adherence and Compliance to Schedule
* Troubleshoot and diagnose issues and coordinate resolution of technical problems
* Initiate technical calls to external and internal interfaces to resolve fallouts to reduce customer delays
* Troubleshoot and gather information to identify root causes of customer dissatisfaction and determine appropriate course of action
* Responsible for understanding and keeping updated on the CWNPG/CLOG Guidelines
* Track daily calls, problem-solve and communicate to specific departments for escalation and resolution
* Working with multiple systems to resolve order issues including Vision 21, SMG and NPAC
* Provide feedback to the management team for process improvement
* Actively participate in a team environment

## Qualifications for bilingual analyst

* You are able to acquire adjusters licenses for Atlantic Provinces and complete CIP courses required to maintain licenses
* 4-5 years financial systems support experience
* Proven experience with technical support and troubleshooting issues- PeopleSoft Financials, Hyperion Planning, Oracle Essbase, Hyperion Financial Management, or other comparable financial systems experience
* Solid understanding and familiarity with core finance and accounting practices
* Experienced with MS Office suite and Visio or similar tools
* Demonstrated basic project management experience