



Example of Customer Analyst Job Description

Powered by www.VelvetJobs.com

Our innovative and growing company is searching for experienced candidates for the position of customer analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for customer analyst

- Manage change processes, understand implications of data quality, measure cost and benefits of data quality, and detect and correct errors in databases through root-cause analysis
- Measure and report to management on the progress of improvement
- Track the ROI of data quality efforts
- Ensure support for the S&OP process, in defining the unconstrained and constrained demand, as basis for the monthly POR
- Collect, consolidate and enter forecast data into Hyperion (Unconstrained demand)
- Understand Hyperion features, functionalities and output related to forecast sections
- Contribute to give timely and reliable support in running demand analysis to Customer Demand Team & Climate organization
- Participant to the monthly S&OP meetings (CSO's feed-back meeting, S&OP meeting)
- Acts as liaison between technical and non-technical departments within CSG our clients in order to ensure all operational needs are met
- Retain revenue

Qualifications for customer analyst

- Experience 3-5 years in Logistics / Supply Chain Operations

- Familiarity with SQL (or similar tools SAS, SPSS)
- Minimum of 1 year in a analytical position, with proven, advanced MS Excel and database queries
- Excellent Excel knowledge communication methodology
- Listen and analyze call recordings and chat transcripts