Our growing company is searching for experienced candidates for the position of customer business analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for customer business analyst

- Work with the various marketing teams to create channel specific roadmaps that will act as the backlog for the IT teams
- Review all business requirements documents and analyze each request to formulate and document technical specifications for the IT teams
- Feed all new requests to IT and work with them to design and build each request
- Perform acceptance testing on all IT deliverables to ensure they were built to meet the technical specifications
- Coordinate with internal and external groups to communicate status
- Manage and maintain the department's queue of campaigns and projects, including weekly status reports out to stakeholders
- Lead the Global Customer Care (GCC) IT portfolio projects acting as business analyst and technical lead for the key Commercial Customer Support integration and deployment project, act as the PMO liaison for the overall portfolio including driving governance, project communication, publish dashboards and lead weekly project reviews
- Provide informal work direction and peer coaching for the Business Analyst – Customer Development to ensure effective completion of all activities while providing a learning environment that encourages challenging work assignments and personal growth
- Ensure application of efficient and effective financial and operating controls
- Proactive, creative and results-oriented with analytical skills

- Understands SAP ECC/CRM and relevant data quality toolsets
- Understands Information stewarding
- Education Qualification of (BCA/BSc Computers/B.E/B-Tech) OR any Bachelor's degree Equivalent will be considered to be eligible
- Experience and in-depth understanding of business intelligence, digital marketing, digital media analytics, web analytics, testing and optimisation
- Strong Experience of SAS, R or SPSS preferred
- 3+ years leading Master Data work and projects