



Example of Customer Business Analyst Job Description

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Our company is looking to fill the role of customer business analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for customer business analyst

- Influence leadership to optimize business and operational development decisions
- Communicate findings and insights from analyses in order to influence strategies and decisions of key stakeholders and partners
- Collaborates with data leads/steward to gather information to be used for analytics and predictive model building purpose and to ensure the data meets the qualification and assurance requirements of the analyses
- Assist the Business Development Partners in developing and implementing cost effective promotion plans
- Build and publish insightful metrics for senior management reviews, including standard and ad-hoc reporting
- Communicate with senior management and other stakeholders on a regular basis on the performance of the programs and provide recommendations on areas of improvement
- Perform deep dive analyses and share findings with internal and external stakeholders
- Provide data and analytics to marketing team to measure campaign effectiveness
- Support cross-functional teams on day-to-day execution and long-term expansion of the programs
- Build and run reports on call center operations

- Well versed on SAP MDM suite of tools in product master domain
- Account facing Beauty experience
- Knowledge of technical infrastructure and databases a plus
- Knowledge of Agile processes a plus
- Bachelor's degree (Business, Commerce preferred)
- 3-5 years of application integration experience (system to system integration)