



Example of Customer Business Analyst Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of customer business analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for customer business analyst

- Maintain reference tables in close cooperation with other disciplines
- Sustain the compliance of business analytics with requirements of regulatory authorities (FDA/Bpharm)
- Manage the After Call Survey the customer aftercare process, including contacting the customer for follow up
- Monitor customer interactions through phone calls for quality and compliance on mandated policies and guidelines
- Research and analyze customer accounts to resolve complex issues
- Resolve escalated customer issues by working with internal and external departments
- Interpret and apply current CCC policies, procedures, and guidelines to evaluate performance of EAs
- Provide both verbal and written feedback to EAs and supervision on the quality of customer service being provided
- Create and update databases to analyze customer satisfaction data, identify trends, and generate reports/presentations for management
- Conduct in depth analysis of customer satisfaction data at an individual and organizational level and present findings on customer trends, opportunities for training and coaching, and recommendations on process gaps

- Well proficient in SAP MDM suite of tools and its data model for master data on product domain
- Experience with SQL and general database software required
- Should be able to work independently part of the team
- BS degree in Finance or related field preferred
- Design and Implementation experience with Customer Master Products
- BA/BS in computer science, engineering, mathematics, statistics, business + 5 years of relevant work experience in business intelligence or data analysis or MBA/Master's + 2 years of relevant work experience in business intelligence or data analysis