



Example of Customer Business Analyst Job Description

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Our company is looking for a customer business 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 business analyst

- Provides business performance analysis including tracking and sell through of new titles and hardware, promotion effectiveness and store level inventory control to all levels up to and including the executive team
- Proactively surfaces opportunities to CBM's and provides insights and analysis in support of NOA business objectives
- Supports accounts through weekly meetings in which sales forecasts, inventory, and shared data is exchanged
- Proactively seeks "store of the community" and store clustering opportunities to drive NOA sales and support NOA strategies and goals
- Analyzes store level sales data to gain insight and creates opportunities for the greater chain
- Provides support on weekly/monthly sales overviews for both specific accounts and the region/market
- Optimizes product flow through detailed analysis of in stock conditions, tie-ratios, modular reviews, store level performance, sales/space trends and other KPIs
- Monitors in-stock levels for key retailers, down to the store level where necessary, to ensure inventory levels are optimum to support sales
- Assists Account Administrators & Forecast Analysts for assigned accounts in the monitoring of forecast plans to ensure forecasts vs
- Prepares reports to analyze sell-through trends for assigned accounts and

Qualifications for customer business analyst

- Basic knowledge of insurance company operations, preferably in the area of claims processing
- Bachelor degree in Business Administration-Industrial Engineering AND/OR 3-5 years' of relevant professional experience dealing with customers and data analysis
- Excellent verbal & written communication skills with customers in Spanish / English
- Portuguese (not required but nice to have)
- Proficient use of SAP System
- Solid analytical skills, deals comfortable with numbers and capable of executing moderate data forecasts, identify business trends with numbers and suggesting courses of action based on analytics