



Example of Customer Service Senior Analyst Job Description

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Our company is growing rapidly and is looking for a customer service senior 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 service senior analyst

- Work closely with cross functional partners in project teams adhering to all project timelines and deliverables , through Release Management Activities, have direct interaction with the PMO, Business Solutions Managers, IT Functional Team, Quality and Compliance, Security, SOX Compliance Management, Customer Support and Franchises supported by SAP, MDM, WMS, Web Methods, Business Warehouse, Contract Systems and Back to Basics production environments
- Follow the approved change control process and provide input for improvements
- Assists in ensuring business and technical needs and opportunities are identified and satisfied throughout design, development, and implementation efforts
- Performs testing for moderately complex systems, and assists other analysts in testing complex systems
- Exposure to Financial or Commercial Analytics roles
- Excellent Excel and Access skills (Macros, Visual Basic etc)
- Experience of SAP reporting tools
- Able to demonstrate an understanding of financial models and processes
- Experienced in working to deadlines, prioritization and allocation of workload
- Highly analytical and able to present data in a visual, pragmatic way

Qualifications for customer service senior analyst

- 5+ years of relevant finance/accounting experience (though high-flying candidates with less may be considered)
- Experience in working in a fast-paced growth environment is essential
- Result-oriented, highly energetic, dynamic individual with hands-on mentality
- Must be self-directed and have a thorough knowledge of operations and impact to customer experience in a hospitality-related field
- Must possess strong organizational, planning, interpersonal, and negotiating skills, with the ability to communicate precisely and clearly, both orally and in writing, with people at all levels
- High level of initiative required and must be able to work on multiple tasks simultaneously under tight deadlines