Our company is growing rapidly and is hiring 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

- Serve as the single point of contact for Airport Operations and be the voice of the operation and the customer on commercial projects or initiatives
- Designs and develops strategic project plans to ensure customer initiatives, policy changes and customer programs are designed and executed in a manner that supports a consistently positive experience for our customers and provides front-line employees with the information, procedures and tools to take care of customers in the moment
- Develops, fosters relationships and effectively communicates with CSC and Contact Center stakeholders
- Serve as the single point of contact for Contact Centers and be the voice of the operation and the customer on commercial projects or initiatives
- Ensure the maximum benefit of all the benefits offered by Government
- Local billing sales
- Accounting reports and activities
- Lead and/or support small to medium projects where systems changes are required or business process assessments are proposed
- Plan and ensure execution of regression and integration testing efforts
- Understand and coordinate in environment readiness for scheduled testing, complete test plans, write test scripts, data mining, test script execution, progress reporting and assisting key stakeholders and partners in their testing efforts

- Familiarity with e-commerce portals/websites preferred
- Proficient in MS Excel, specifically pivot tables and/or v-Lookups preferred
- Demonstrated strength with working in a cross-functional team environment and independently required
- Project management experience or training preferred
- PMP or FPX certification preferred
- Experience with SAP and/or JDE preferred