



Example of Resolution Analyst Job Description

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Our innovative and growing company is looking for a resolution analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for resolution analyst

- Review, approve/decline and publish Alerts to the Open House Portal after hours, if required
- Maintain data management tools and reporting tools to support needs
- Manage Access database to create reporting and track feedback
- Maintain established service levels for resolving issues and producing reports
- Provide after hours blackberry support for stores on rotation
- Status reporting and issue management to various stakeholders
- Provide report analysis and written results in a clear and concise manner
- Drive issue resolution by working out, sharing best practises and leading by example
- Proactively suggests improvements/additional control points to build in and take an active part in the implementation and in the follow up
- Carry out timely, accurate and compliant Period End reporting process in Magnitude and SAP for Intercompany related parts of Balance Sheet, Profit & Loss statements

Qualifications for resolution analyst

- Quick learning capacity
- Support CCB wide Resolution and Recovery Plan activities and deliverables which involves ensuring appropriate ownership of deliverables, communicating requirements and tracking against Corporate target dates to ensure timely completion of deliverables for CCB Material Legal Entities,

- 1 year of fraud/disputes claims resolution operations in a banking environment
- Post-secondary (diploma or degree) education in Business or a related field
- Must possess strong interpersonal & communications skills and the ability to work well within cross-functional teams, store staff and Dealers
- The ability to adapt to changing roles and priorities, taking the initiative to learn cross-functional tasks/responsibilities and enthusiastic about seeking out better ways of doing business