

ContactEngine Position Description

<u>Position Title:</u>	Data Analyst
<u>Department:</u>	Account Management
<u>Reporting To:</u>	VP Account Management

Background:

At ContactEngine, we're passionate about innovative SaaS solutions that drive value, enhance operational processes, and improve the customer experience while delivering substantial return on investment for our clients. We are a Shoreditch-based, dynamic, vibrant and extremely motivated team already working with some of the UK and world's best known brands.

Our focus is mainly on Customer Communications using omni-channel SaaS Solutions.

Duties and Key Responsibilities:

- Analysing, promoting, aiding or supporting analysis of data to gather useful and actionable business insights.
- Updating internal documents for quality and productivity metrics monitoring.
- Performing root-cause analysis if data issues are identified.
- Providing data expertise to all teams, actual as well as cross functional or virtual teams.
- Developing and managing metrics and reporting as required.
- Managing and coordinating all data collection and analysis-related work.
- Aggregating data analysis into clear, relevant, and visually appealing materials.
- Identifying and preparing data content into information and knowledge or insights for wider communication, dissemination and presentation.

Required Core Skills and attributes:

- Advanced Excel, charts, graphs, pivot tables, Queries, Macros, Filters
- Data Mining using Excel, Microsoft Access, or SQL.
- Excel Programming / Macros for automating on reporting tools. (Automated data mining and Graphing).
- Complex data organising, strong analytical skills with the ability to collect, organise, analyse, and disseminate significant amounts of information with attention to detail and accuracy.
- Adept at queries, report writing and presenting findings and presentation.
- Investigative skills to research data and query design to gain necessary data and insights.
- Experience with pivot tables, data analysis and metrics development using MS Excel.
- Experience with databases.
- Knowledge of statistics and experience using statistical packages for analysing large datasets (Excel, SAS etc)

Personal attributes and other requirements:

- Willing to travel.
- Strong work ethics.
- Honest, diligent and trustworthy.

Personal attributes and other requirements:

At least three years of experience in data analysis and reporting, including a strong command of statistical and data analysis tools and methodologies. Good working knowledge and understanding of data structures, analysis methods, etc...; experience helping business users make optimal use of data to improve performance. Strong ability to articulate concise and specific insights and knowledge gained from data analysis. Ability to clearly communicate data information, insights, knowledge, understanding to a wide variety of audiences, possess strong written and oral communications skills.

Education

Bachelor's Degree in Mathematics, Economics, Computer Science, Information Management or Statistics.

What we bring to the table:

- Award-winning company with world class and industry changing SaaS products and services.
- Ability to learn and grow with the business.
- Personal Development, internal promotion and growth opportunities.
- Very strong culture and a tight-knit team of colleagues.
- 25 days paid holiday
- Pension Scheme

Timings / Remuneration

- Full time
- Remuneration TBC

We are committed to creating a diverse and inclusive company that better reflects the community we live in. We therefore welcome applications from candidates of all backgrounds.