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Job Description – Sr. Insight Analyst

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| Job title: | **Sr. Insight Analyst** | Location: | **United States** |
| Reporting to: | **Analytics Manager** | FLSA Status: | **Exempt** |
| Department: | **Analytics** | Review Date: | **Nov 2020** |

## Your part in our Success

At RI, we believe we can reinvent retail operations through advanced analytics, growing sales and profitability for our global retail and consumer goods clients. The Sr. Insight Analyst provides advanced analysis of data from a variety of raw data sources, to deliver actionable and valuable insights for our clients. The role has a deep understanding of the challenges we address for our customers, their data and business processes, and our products, and uses this understanding to support delivery, derive systemic insight and improve products with the goal of ensuring customer value is delivered and successful renewals achieved. The Sr. Insight Analyst works closely with operational counterparts in Customer Relationship Management, Engineering and DevOps.

### YOUR Responsibilities

* Be a partner to the client and Customer Relationship Manager by being the expert on the customer’s data and the output of our products (SLA, accuracy, parameters, formatting, value)
* Address customer queries directly and, if required, work closely with the Engineering or Decision Science teams to understand root cause and respond effectively
* Provide proactive insights on performance KPIs and timely communication to the client
* Leverage knowledge of data and products to derive valuable insight for the customer and continuously demonstrate value of our products (and ways to improve our value from product/service enhancement)
* Liaise with the Engineering team on any product changes, particularly on version release, and ensure performance targets and SLAs are met through any change
* Identify business development opportunities through exploration of current customer solutions
* Deliver excellent product demonstrations to both technical and non-technical audiences
* Partner with the Insight Manager and Relationship Manager(s) in delivery of client requirements for proactive, tactical and ad-hoc analysis, and product / service development opportunities
* Take ownership to ensure client issues are resolved quickly by the team and the root cause is identified and managed
* Liaise with the software development teams for software changes
* Other duties as assigned

### Your Skills and Qualifications

* 4 years+ experience in an analytical role providing demonstrable value and commercial impact
* Strong analytical background with at least a bachelor’s degree in Mathematics, Science or Engineering; Master’s degree a plus
* Excellent written and verbal communication skills and a strong cross-functional collaborator.
* Good working knowledge and experience in SQL, MS Excel, and MS PowerPoint required
* Experience with SSRS, SSIS, SAS, SPSS, Tableau, Alteryx, PowerBI or R a plus
* Knowledge of retail operations processes and procedures a plus
* No prior felony convictions-- Background checks and drug testing is conducted