



TradeNet Maldives Corporation Limited
C10472019

TradeNet Maldives Corporation Limited

H. Palmeyra, 3rd Floor
Sosun Magu, Male' 20069
Republic of Maldives
TEL: 333 5 777

Job Opportunity

Post	Data Analyst – Contact Centre (Full Time)	Reference	IUL/TMCL-HR/2020/09
No of positions	01		
Renumeration	MVR 18,000 – 20,000		
Job brief	It is expected that the Data Analyst interprets data and translate it into usable information which can offer ways to improve business efficiency, thus supporting strategic business decisions making.		
Educational Qualifications	Bachelor's Degree in Management Information Systems, Business Intelligence, Computer Science, Economics or another technical field. Other fields of study considered with evidence of analytic ability and business acumen.		
Work Experience	<ul style="list-style-type: none">• Relevant work experience in research and data collection, has worked as a business data analyst.• Experience working collaboratively with cross-functional stakeholders and partners• Communication experience in articulating issues to both technical and non-technical audiences.• Hands-on Statistical experience is preferred.		
Skills and Responsibilities:	<ul style="list-style-type: none">• Use internal and external data (e.g. tickets, trends, calls) to derive insights that will drive strategic business decisions.• Act as a thought leader for data-informed initiatives and guide the team's direction overall.• Responsible for tracking, reporting, and analyzing the performance of strategic business activities, ad-hoc analytic requests, and development/automation of regular reports.• Research customer issues by interpreting, analyzing, and summarizing the manuals, procedures, user guides, and other documentation.• Excellent analytical skills and a high degree of business acumen, Keen eye to detail and data accuracy.• Proven ability in handling concurrent projects with attention to detail and accuracy.• Collaborate with stakeholders, Develop and improve procedures, performance support tools, FAQs, and knowledge articles.		

	<ul style="list-style-type: none"> • Communicates changes, enhancements, and modifications of business requirements verbally or through written documentation to superiors, and other stakeholders so that issues and solutions are understood. • Ability to synthesize information to develop procedures, performance support tools, FAQs, and knowledge articles. • Ability to work independently and with others, and meet deadlines, in a rapidly changing environment. • Create and deliver training sessions on systems and processes. • Excellent verbal, written and interpersonal communication skills; • Focus on quality and customer service; • Ability to interact effectively with stakeholders, staff, peers and the public in a professional, courteous and cooperative manner. • Solid time management skills; • Excellent command of written and spoken Dhivehi and English; • Creative ability & writing proficiency; • Ability to lead a Team and motivate; result oriented. • Must be proficient with Microsoft Office suite • Knowledge of databases (MSSQL, MySQL), Data analysis tools is an added advantage.
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Interested applicants please send us your applications with the filled [Job Application Form](#) attached in the announcement, along with a complete CV, copies of educational certificates and copy of NID card before 1600hrs on 24th September 2020 to: careers@tradenet.com.mv

Please make sure to mention the designation you are applying for in the subject of the mail

Only shortlisted candidates will be called for an interview