



Trizma Smartsourcing is the leading BPTP company with headquarter in Serbia. Trizma is serving over 43 clients around the clock in 17 major international languages and operating through our cost and energy efficient state of art service locations. Our mission is to work closely with our clients in order to discover, develop and deliver services based on integrity and trust. Trizma sustainable guarantees are:

- ✓ More than 12 years of progressive long-term growth
- ✓ Direct access to leading innovative technologies and highly educated talent pool
- ✓ International delivery capabilities already supporting key clients across three continents
- ✓ ISO-9001 certified quality standards of operation in a every single business account
- ✓ Regional proximity and business practices expertise guaranteeing client satisfaction

BUSINESS ANALYST

Position Summary and Key Areas of Responsibility:

- Produce daily/weekly/monthly/quarterly/yearly demand forecast and short/long term plan for the assigned region.
- Work with and support regional stakeholders (top, medium, and low level management) on daily/weekly/monthly/quarterly/yearly basis to lock off demand forecast.
- Lead weekly, bi weekly, monthly demand consumption conference calls within the region.
- Analyze and understand sources of variation to the demand forecast during those weekly, bi weekly, and monthly calls, and feed back into model for continuous improvement.
- Collaborate with cross-functional teams within region to obtain and develop accurate inputs for the demand forecast and plan.
- Work with regional leadership teams to continuously improve models for translating demand forecast/plan into field labor forecast/plan.
- Equip account and field operations teams with data and visualization needs to share benefits with external customers.
- Assist in the development of forecast model, and identify opportunities for improvement.
- Work with other Analysts to develop scorecards and dashboards for KPI tracking.
- Use analytical skills and techniques to identify opportunities to remove waste, save time, increase productivity, and drive continuous improvement within Services organization.
- Analyze data trends, seasonality, and other random effects to quickly identify issues or best practices, assist program subject matter experts to get to root cause analysis.

Key Skills & Attributes:

- Strong Forecasting and Planning knowledge and experience.
- Strong analytical, reasoning skills, and problem solving skills.
- Experience in collaborating and communicating with top level management.
- Superior communication (verbal and written), presentation, and organization skills; ability to communicate complex analytical findings clearly and concisely.
- Strong willingness to learn with an attitude of continuous improvement. Commitment to quality and strong attention to detail.
- High proficiency in Excel, Access, Power Point.
- Demonstrated ability to build automated reporting systems.
- A team player that will think strategically and effectively when faced with difficult challenges.
- Bachelor's Degree Required (BS/BA).

Candidate profile and qualifications:

- Knowledge of English language

- Proficient use of forecasting/analytical tools such as Tableau, R, MINITAB.
- Strong knowledge of Statistics and Mathematics.
- Certification in process improvement methodologies and tools (Six Sigma Green Belt, Black Belt, Lean, DFSS, etc.).
- Knowledge of Python, SQL, VBA or similar program languages experience is an asset.
- Not convicted or in a process of conviction

Trizma is offering:

- Long term employment opportunity for best performing candidates
- Performing services for a multinational company
- Dynamic and responsible position
- Chance for a professional and personal development
- Advancement opportunity
- Paid training

Follow the link and apply <http://www.trizma.com/working-at-trizma/>