



**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 Ops Analyst I

### Position Summary and Key Areas of Responsibility:

- Position responsible for ensuring contractual obligations for services match the databases and support customer expectations
- Responsible for entitlements reviews, tracking, monitoring, and driving entitlement resolution
- Analytical skillset to document findings, isolate problems, identify trends and create resolution plans; involved with meetings/activities associated with resolution
- Ability to maintain accurate records on a daily basis such as tracking and metrics. Prepares reports to show results of completed work
- Must have the ability to communicate effectively with all internal business units/departments including but not limited to: WCS groups, Solution and Service Sales, Field Support Centers, Billing Operations Center, and Finance
- Works well with others, collaborates to guarantee process adherence for entitlement data
- Assist with global entitlement management; provide recommendations for process improvements
- Fast-paced, goal-oriented environment working with internal networks to analyze data for correct customer entitlement.
- Maintain and update knowledge/skills through training and development opportunities
- Familiar with system architect and brings an understanding of contract management systems, order systems and other databases that are used to track customer entitlements

### Candidate profile and qualifications:

- Fluently in speaking and writing of **English** language
- Technical/Vocational Certification
- years of related experience
- Administrative, analytical, and/or technical experience, preferably within services
- Demonstrated proficiencies with Microsoft Office Suite software
- Bachelor's Degree preferred
- 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/>