



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

Operations Analyst

Position Summary

The Operations Analyst will assist the Operations and Divisional teams in operating performance reporting. The role acts in partnership with Operations, Finance, IT, and HR to provide performance transparency across the company's footprint through recurring reports and analyses. The Operations Analyst is a key role to enable effective decision-making and to drive operating and financial discipline across the organization.

Key Areas of Responsibility:

- Manage the production and communication processes for recurring Operating Scorecards for mid-, senior-, and exec-level teams
- Execute strategies around driving operational improvement and optimizing financial performance across the organization
- Support multiple regional Operating Directors to identify efficiency opportunities as part of a corporate continuous improvement movement
- Act as a conduit between operations, finance, and IT to identify and recommend improvements for operating transparency
- Support a long-term reporting framework including but not limited to the development of geographic and business-line performance analyses
- Continuously improve upon operating metrics reporting of the company and participate in efforts to centralize and streamline reporting

Candidate profile and qualifications:

- Fluent English
- Advanced proficiency of MySQL Query writing & Data mining, experience will be considered an advantage
- Advanced proficiency in Microsoft Excel (macros, pivots, lookups), Access, VBA
- Highly analytical and detail-oriented
- Results-oriented, highly energetic, dynamic individual with hands-on mentality
- Exceptional listening, verbal, and written communication skills
- Ability to self-start and self-direct work in an matrix environment; comfortable dealing with ambiguity
- Bachelor's degree required in Finance and Administration, Supply Chain management, Economics or IT sector
- 2+ years in reporting & analytics, financial modeling, FP&A, and/or operations management
- Business Services Industry experience 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