

Data Analyst

American Express

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As a Data Analyst, you would be part of a team is responsible for the development and execution of world class forecasting and planning models, utilizing decision science, as well as effectively analyzing and communicating the various demand components while partnering to identify optimization opportunities. Primary business functions supported are: Global New Accounts, Global Credit and Fraud Network. Additional support may be required for other Global Services Group functions. The Global Corporate Card Marketing Forecasting Analyst must demonstrate outstanding collaboration and partnership with multiple functional teams including; Risk Management/Finance, Operations, MIS, Contact & Capacity Management, Finance, and Technology partners while effectively supporting long and short term forecasting accuracy, and day to day oversight of the global demand environment.

Responsibilities include:

- **Development and maintenance of forecasting models for Global New Accounts, Global Credit and Fraud Network.**
- **Acquire data and perform complex modeling and decomposition strategies to generate insights and influence stakeholders**
- **Develop, interrogate, question and validate data modeling inputs and outputs**
- **Manage in a Global 24x7 environment with the potential for planning and executing in crisis/contingency plan situations**
- **Establish and maintain strong relationships with Business partners, ensuring regular communication and insights on Plan execution**
- **Manage relationships with a diverse, cross-functional and remotely located teams to successfully achieve goals**

Qualifications

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- **Bachelors degree or equivalent in Computer Science, Engineering, Mathematics, Statistics, Operations Research, or a related field**
- **Strong working knowledge of forecasting and planning models /methodologies**
- **Demonstrated experience with SQL or SAS programming is required**
- **Statistical modeling and forecasting, applying quantitative and research methods, is required**
- **Demonstrated ability to synthesize large data sets into actionable insights**
- **Demonstrated experience in driving results across a cross-process, matrixed and global organization**
- **Demonstrated thought leadership along with strong analytical and problem solving skills with high degree of finance acumen and/or mathematical aptitude**
- **At least 1 year of operational experience in supporting reporting and analytics**
- **Strong understanding of contact center management**

Employment eligibility to work with American Express in the U.S. is required as the company will not pursue visa sponsorship for these positions

ReqID: 18012685

Schedule (Full-Time/Part-Time): Full-time

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