Service & Fulfillment Operations (SFO) Analyst

Our Business:

Service and Fulfillment Operations (SFO), led by Lance Drummond, is the division of Global Technology, Service and Fulfillment that performs processing services for Bank of America customer households and businesses. These processing services include check processing, statement rendering, cash vault, fraud detection and prevention, banking center operations and lockbox services. In 2005, SFO made great strides in the area of image exchange, which now allows Bank of America to lead the industry in sending and receiving imaged items, decreasing cost per item and improving float benefits.

Three Profiles for a SFO Analyst:

Operations Research Analyst: Analyzes operational activities, both actual and predictive capabilities of business systems, applying logic, economic indicators and quantitative data to factor into sound decisions. Devises modeling and measuring techniques; utilizes mathematics, statistical methods, engineering methods, operations research techniques (linear programming, game theory, probability theory, symbolic language, etc.) and other principles and laws of scientific and economic disciplines.

Senior Change Analyst: Supports projects relating to corporate change initiatives impacting multiple business units, product lines, or business processes. Projects require cross-divisional coordination, communication, influence and negotiation. Provides advanced analytical support for change initiatives. Responsible for significant contributions to the design, development and completion of project deliverables.

Process Design Analyst: Contributes to the design, development and execution of processes or projects. Works with process or project team members throughout all phases of planning, implementation and control. Use of Six Sigma methodologies in daily activities. Accountable for the quality and timely completion of project analysis. Accountable for the analysis, tracking, and improvement recommendations in the design, development or implementation.

Qualifications:

Successful candidates will possess and demonstrate ability to work in a fast paced, empowered, creative environment. Ideal candidates will have the demonstrated ability to handle multiple, concurrent assignments and possess strong interpersonal skills. Work experience in an analytical role is a plus.

The ideal candidate for a Process Design Analyst will have a strong undergraduate record and:

- Work experience with a demonstrated record of achievement
- Well organized with excellent planning and project management skills
- Ability to communicate effectively in both written and oral forms with varying   levels of management & executives
- Aptitude for building rapport and effective relationships
- Critical thinking/analytical skills
- Six Sigma experience a plus

Training:

The Direct Hire program is a two-year program that consists of the following developmental activities:
- On-boarding (including orientation and ongoing structured events)
- Structured learning curriculum
- Business critical assignments
- Peer coach assignments
- Exposure to senior leadership teams
- Networking events

Locations:

Analysts primarily work in Charlotte, NC.