

Amazon is offering teams more flexibility on where to work. [Read more](#) from Amazon CEO, Andy Jassy.



Business Analyst

Job ID: 1779117 | Amazon.com Services LLC

DESCRIPTION

About the team:

We strive to make Amazon the best way for Partners to reach customers locally and globally and to operate their businesses, driven by the accurate and efficient support and solutions we provide them. PSAS focuses on both preventing Selling Partner (Seller, Vendor and Brand Registry) contacts based on knowledge obtained during our support interactions, and for handling those contacts with quality and efficiency. To achieve this vision, we make daily adjustments throughout our global network to meet the needs of our Selling Partners, employees, and the business. We invest in technology to eliminate the root cause defects that cause Selling Partners to seek help, build self-service tools to resolve their issues on their own without waiting for help from Amazon, and provide Associates with the tools that automate clerical steps and provide consistent, efficient, quality resolution. Our team includes product managers, program managers, SDEs, scientists, and a range of operational and other specialty roles, and we operate at scale with over 17K Amazonians in our team, spanning 56 global locations, and handling over 50M contacts a year.

About the role:

Amazon Selling Partner Support’s Command Center is Amazon’s central defense against large-scale, Selling Partner-impacting incidents as well as driving operational excellence across the Selling Partner Operations organization.

- Work alongside Program Managers to develop solutions that are applicable at a global level in the form of automated reports, dashboards or tools.
- Answer operational questions based on the data and models for the weekly/monthly/quarterly business reviews.
- Analyze and solve business problems with focus on understanding root causes and driving forward-looking opportunities.
- Establish relationship between output metric and its drivers in order to identify critical drivers and control the critical drivers so as to achieve the desired value of output metric.
- Simplify and reduce the manual work by automating analysis through SQL, Scripts (Python or R) and providing outputs to internal customers in friendly formats (e.g. Tableau)
- Define parameters and success criteria for live tests to confirm/deny hypothesis in models.
- Design, implement, and support platforms that provide ad-hoc access to large datasets.
- Work with other support teams to scale projects, improve methodologies and use resources efficiently.

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BASIC QUALIFICATIONS

- 3+ years relevant experience in financial/business analysis
- Experience defining requirements and using data and metrics to draw business insights
- Experience making business recommendations and influencing stakeholders
- Experience with SQL
- Experience in Excel
- Bachelor's degree or higher in a quantitative/technical field (e.g. Computer Science, Statistics, Engineering) , or equivalent work experience.
- 3+ years of relevant experience in one of the following areas: business intelligence or data analytics.
- Experience with SQL using databases like MySQL, Redshift or similar.
- Experience in data visualization tools using Excel, Tableau, QuickSight, Power BI or similar.
- High attention to detail and proven ability to manage multiple priorities simultaneously.
- Excellent data presentation skills and demonstrated ability to successfully partner with business and technical teams.
- Ability to operate successfully and independently in a fast-paced environment.
- Be comfortable with ambiguity and curious to learn new skills.
- You are fluent in English.

PREFERRED QUALIFICATIONS

- Masters' degree in Math, Operations Research, Statistics or related discipline.
- 5+ years' experience as a Data / Business Analyst/ Business Intelligence.
- Experience and ability to effectively gather information from multiple data sources.
- Experience in scripting languages such as Python, R, Bash or similar languages with applications for data analysis.
- History of applying statistical or machine learning models to business problems.

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