

WW RCC Business Operations Analyst

Cupertino, California, United States
Corporate Functions



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Summary

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Role Number:
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Imagine what you could do here! The people here at Apple don't just create products — they build the kind of wonder that's revolutionized entire industries. It's the diversity of those people and their ideas that inspires the innovation that runs through everything we do, from amazing technology to industry-leading environmental efforts. At Apple, inclusion is a shared responsibility, and we work together to foster a culture where everyone belongs and is inspired to do their best work.

Here on the Apple Store Online team, we are responsible for Apple's largest store. Our main goal is to deliver a magical, personal digital experience where customers can shop, buy and learn everything Apple, wherever they are. Each customer should feel like they are our only customer and our job is to set the bar for the experience they receive. To run such an extraordinary store, it takes extraordinary people, and we are looking for someone to help us do extraordinary things.

In this role, you will be a part of the Global Business Operations team, with a particular focus on Retail Customer Care (RCC) performance and decision support. Using data and quantitative techniques, the decision support team acts as a consultant to

provide insights and recommendations to drive operational performance improvement at vendor and Apple contact center sites. You will identify business problems and translate those into analytical questions, and perform rigorous descriptive / predictive analysis of contact center operational metrics to inform RCC management on operational processes and programs effectiveness. The candidate should possess solid business acumen, strong quantitative and technical background and have excellent communication skills to influence and build relationships with a wide range of cross-functional stakeholders.

Description

Lead weekly and quarterly business reviews with stakeholders and drive operational improvements by monitoring performance across demand, staffing and quality. Perform quantitative analysis to identify trends, correlations and root causes affecting key performance indicators from achieving established goals. Based on data insights collaborate with site lead, area managers and vendor managers to adjust strategies and actions.

Apply statistical techniques on large disparate data sources to develop automated quantitative models that will forecast quarterly targets for operational teams. Collaborate with business leaders to incorporate upcoming program change impact into the model to generate targets that align with strategic business goals, driving motivation and productivity within operational teams.

Conduct ad-hoc analyses using both structured and unstructured data and run A/B tests to evaluate return on investment and customer experience impact of staffing strategies, support business case creation and evaluate effectiveness of new programs.

Design data models for automated reports and develop dashboards using visualization tools such as Tableau to track key trends and generate insights on performance.

Define key metrics for RCC operations ensuring end-to-end visibility of metrics and driving consistency across regions. Operate as a key

data strategist to identify and integrate new datasets generated from new processes, and work closely with cross-functional teams to design and implement data pipelines.

Present to senior leadership, translating complex data into clear narratives.

Partner cross-functionally across regions during overlapping business hours to drive collaboration on strategic and tactical initiatives including capital projects and automated data management solutions that will improve team efficiency and productivity.

Minimum Qualifications

- 8 + years of professional experience in operations, analytics, management consulting, corporate strategy, or equivalent experience. Contact Center experience preferred.
- 5+ years of proven data analytics experience including strong knowledge across these tools and languages: Excel, Tableau, SQL, and Python for data collection, storage, cleaning, preparation, analysis and visualization.
- Experience in data science models and statistical analysis techniques such as text analytics, hypothesis testing, sentiment analysis, regression etc.
- Effective presentation and communication skills, including ability to explain complex data and charts in a concise manner and influence and engage with senior leadership.
- Bachelor's degree in engineering, mathematics, finance, statistics, analytics or other quantitative area, master's degree a plus.

Preferred Qualifications

- Familiarity with AWS and Snowflake.

- Proven problem-solving, stakeholder management and cross-functional project work experience.
- Ability to stay positive in high stress situations and balance multiple tasks in a dynamic environment.
- Comfortable to work independently with strong work ethic and attention to detail.
- Curious and self-motivated individual who is highly interested to develop new skills and learn new technologies.

Pay & Benefits

At Apple, base pay is one part of our total compensation package and is determined within a range. This provides the opportunity to progress as you grow and develop within a role. The base pay range for this role is between \$140,700 and \$234,700, and your base pay will depend on your skills, qualifications, experience, and location.

Apple employees also have the opportunity to become an Apple shareholder through participation in Apple's discretionary employee stock programs. Apple employees are eligible for discretionary restricted stock unit awards, and can purchase Apple stock at a discount if voluntarily participating in Apple's Employee Stock Purchase Plan. You'll also receive benefits including: Comprehensive medical and dental coverage, retirement benefits, a range of discounted products and free services, and for formal education related to advancing your career at Apple, reimbursement for certain educational expenses — including tuition. Additionally, this role might be eligible for discretionary bonuses or commission payments as well as relocation. [Learn more about Apple Benefits.](#)

Note: Apple benefit, compensation and employee stock programs are subject to eligibility requirements and other terms of the applicable plan or program.

Apple is an equal opportunity employer that is committed to inclusion and diversity. We take affirmative action to ensure equal opportunity for all applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, Veteran status, or other legally protected characteristics. [Learn more about your EEO rights as an applicant.](#)

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Apple will not discriminate or retaliate against applicants who inquire about, disclose, or discuss their compensation or that of other applicants. [Learn more.](#)

Apple participates in the E-Verify program in certain locations as required by law. [Learn more about the E-Verify program.](#)

Apple is committed to working with and providing reasonable accommodation to applicants with physical and mental disabilities. [Learn more.](#)

Apple is a drug-free workplace. [Learn more.](#)

Apple will consider for employment all qualified applicants with criminal histories in a manner consistent with applicable law. If you're applying for a position in San Francisco, review the [guidelines](#) applicable in your area.

It is unlawful in Massachusetts to require or administer a lie detector test as a condition of employment or continued employment. An employer who violates this law shall be subject to criminal penalties and civil liability.

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