



**JOB REF NO.** CITI-08

**JOB TITLE:** BUSINESS ANALYST, DATA & ANALYTICS

### **JOB DESCRIPTION**

The Business Analytics Intermediate Analyst is a developing professional role. Deals with most problems independently and has some latitude to solve complex problems. Integrates in-depth specialty area knowledge with a solid understanding of industry standards and practices. Good understanding of how the team and area integrate with others in accomplishing the objectives of the sub function/ job family. Applies analytical thinking and knowledge of data analysis tools and methodologies. Requires attention to detail when making judgments and recommendations based on the analysis of factual information. Typically deals with variable issues with potentially broader business impact. Applies professional judgment when interpreting data and results. Breaks down information in a systematic and communicable manner. Developed communication and diplomacy skills are required in order to exchange potentially complex/sensitive information. Moderate but direct impact through close contact with the businesses' core activities. Quality and timeliness of service provided will affect the effectiveness of own team and other closely related teams.

### **RESPONSIBILITIES:**

- Gathers operational data from various cross functional stakeholders to examine past business performance.
- Identifies data patterns & trends, and provides insights to enhance business decision making capability in business planning, process improvement, solution assessment etc.
- Recommends actions for future developments & strategic business opportunities, as well as enhancements to operational policies.
- May be involved in exploratory data analysis, confirmatory data analysis and/or qualitative analysis.
- Translate data into consumer or customer behavioral insights to drive targeting and segmentation strategies, and communicate clearly and effectively to business partners and senior leaders all findings
- Continuously improve processes and strategies by exploring and evaluating new data sources, tools, and capabilities
- Work closely with internal and external business partners in building, implementing, tracking and improving decision strategies
- Appropriately assess risk when business decisions are made, demonstrating particular consideration for the firm's reputation and safeguarding Citigroup, its clients and assets, by driving compliance with applicable laws, rules and regulations, adhering to Policy, applying sound ethical judgment regarding personal behavior, conduct and business practices, and escalating, managing and reporting control issues with transparency.

### **EDUCATION & QUALIFICATIONS:**

- Bachelors/University degree or equivalent experience
- 2-5 years relevant experience
- Advanced process management skills, organized and detail oriented
- Curious about learning and developing new skillsets
- Positive outlook with a can-do mindset

*Citi is an equal opportunity and affirmative action employer.*

*Qualified applicants will receive consideration without regard to their race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran.*