

DB 040-13733

Director, Churn Forecasting-Plainfield, NJ

Telecommunications firm seeks Director – Churn Forecasting. Position leverages customer- and aggregate-level historical data to support financial reporting and decision-making with respect to customer churn. Objectives are to provide actionable insight into churn trends, projections and key drivers among various customer segments and to keep a pulse on churn dynamics given the changing composition of the customer base. Position interfaces with Finance and Lifecycle Management team members, helping to frame the analytic approach, and with technical resources, defining data requirements and extract specifications in support of churn forecasts and associated analyses.

Minimum Requirements:

- MS in statistics, econometrics, math or other quantitative discipline
- 10+ years experience in customer churn analysis, modeling and forecasting at both the portfolio and customer levels.
- SAS (Base and Stat) skills are critical as well Microsoft Excel.
- Proficient in analytic techniques including econometric modeling, survival modeling, customer-level predictive modeling, discriminant analysis, ANOVA and time series analysis utilizing data from longitudinal customer-level databases.
- Ability to prepare and present presentations (including PowerPoint) on key findings and conclusions. Strong written and oral communication skills.
- Experience in utilizing external market data (e.g., competitive behavior) as input to forecasts and customer analytics.
- Self starter, team player, high energy level

Salary: to \$140K

Refer to Job# DB13733- and email MS Word attached resume to Donna Bacon, donna@analyticrecruiting.com or register online at www.analyticrecruiting.com choosing Donna Bacon as your contact recruiter.