

Sr. Operations Business Analyst -Phoenix, AZ

Global consumer financial services company seeks Sr. Operations Research Analyst in its Phoenix-based Consumer Credit Group. The Analyst will partner with senior managers, help develop operating strategy, and provide guidance to executive leadership team regarding resource management decisions. S/he will organize/lead Capacity Planning Management Process on behalf of Customer Fulfillment and Servicing Operations. The individual will have strong business skills (relationship management, project management, business planning), and outstanding technical/analytical skills (quantitative modeling, analytics, programming).

Senior Operations Analyst will oversee administration/maintenance of existing capacity planning tools as well as play influential roles in design and development of future tools. This individual will also work extensively with Information Management (MIS) and serve as an important liaison between the Capacity Planning Team and other technology groups.

Qualifications:

- Technical skills in statistical analysis and programming tools (SAS, SPSS, or Minitab).
- Intermediate to advanced skills in SQL; advanced skills in Excel and VBA.
- 5-10 years of relevant experience.
- MBA, MS, or PhD in Industrial Engineering, Statistics, Mathematics, Decision Science, Business, OR, or related
- Experience in Resource Management, including staff and capacity planning, strongly preferred.
- Experience applying advanced mathematics (stochastic modeling, simulation, optimization, probability and statistics) within financial services sector, particularly mortgage or home equity operations, would be beneficial, though not required.
- Solid technical training in engineering, math, or science, along with an MBA (or equivalent) from top program(s).

Salary: \$70-90k

Refer to Job#14431- and email MS Word attached resume to Howard Fishman, howard@analyticrecruiting.com or register online at www.analyticrecruiting.com choosing Howard Fishman as your contact recruiter.