



## Job Opportunity

Company	Amber Road
Job Title	Senior Business Analyst
Location	Raleigh, NC

### Brief Summary of Position:

The Senior Business Analyst is responsible for the support and management of high profile internal projects and cross department customer metrics reporting. Our software solutions range from large and complex global enterprise implementations to highly repeatable SaaS implementations. The successful candidate will be responsible for assisting with customer facing discussions with Fortune 500 companies and coordinating cross department action plans for high priority activities.

This position is also responsible for assisting with high priority customer relationships requiring interaction with the customer's senior staff. The position will work directly with department leads, Customer Success Directors, and Senior Management.

### Job Description/Responsibilities:

- Maintain in-depth understanding of Amber Road product functions, services, processes and technical architecture.
- Responsible for the analysis of complex data to create dashboards and metric reporting for both internal and external customers.
- Communicate effectively with project team members, senior executives and project stakeholders on status, SLA, issues, risks, project goals and objectives.
- Responsible for documenting business needs and use cases for internal and external communications.
- Provide escalation support—which can occur after regular business hours.
- Ability to anticipate problems and take decisive action, giving regard to the impact on both the customer and the company.
- Influences decision and project direction at the executive level.
- Self-starter, takes the initiative, work requires minimal review and assistance.

### Qualifications:

- BS/BA Degree in International Business, Logistics, Computer Science or other related area.
- Minimum of 8 years' experience in business analysis and/or project management with a strong emphasis on customer relationship management.
- Project management experience or PMP certification.
- Prior experience in International Trade Compliance and/or Trade Logistics Management.
- Expert Excel skills (tables, pivot tables, pivot charts, slicers, multi-level index/match formula) and experience with various software applications including Microsoft Office Suite and Salesforce.
- Familiar with SQL and data interchanges such as ANSI X12 and XML.
- Familiarity working with global customers and enterprise software deployments is required.
- Ability to work on multiple complex tasks concurrently.
- Can work independently or in team structure.

- Ability to form consensus and provide team leadership.
- Can take initiative and make decisions as necessary.
- Superior written and oral communications skills (including technical writing and presentation skills).
- Ability to work across time zones is a requirement.
- Ability to travel 10% of time to domestic and international locations.

## **Contact Information to Apply**

Submit resumes to [careersUSA@amberroad.com](mailto:careersUSA@amberroad.com)