Job Description

Position name:	Reporting and Analyzing Specialist	

Division: GSC
Team: TSD EMEA Central Support
Location: Sofia, Bulgaria

Reports to: Operational Supervisor
Direct reports: no

Job scope/summary: Provide support to the TS EMEA and/or TSD EMEA organization on different levels (region, sub-regions, countries, towers, etc.) with exhaustive reports or/and in-depth analysis or/and improvement actions involvement.

Job specifics/responsibilities:

- Generating and maintaining reports, scorecards, etc. in accordance with TS/TSD business needs
- Providing proper data quality control
- Analyzing trends in reports, scorecards
- Analyzing root causes influencing operational excellence KPI's
- Giving recommendations based on analyzed data on how to progress, optimize or evolve internal business processes
- Ensuring proper follow-up with management
- Initiating and driving subsequent actions part of improvement projects
- Closely collaborating with business process owners on EMEA sub-regional, country, tower level, etc. to define requirements for reporting and analysis
- SharePoint activities in regard to the business needs

Key deliverables/accountabilities:

1. HP procedures/policies are strictly followed
2. Labor legislation is strictly adhered
3. Reports are produced and delivered on time
4. Analyzing activities contributing to KPI improvement

Working relationships:

Internal:
- TSD EMEA Central Support;
- TSD EMEA Region/Sub-region/Country/Tower Teams

- TS EMEA Region/Sub-region/Country/Tower Teams

External:
- N/A

Experience:

- 1.5 – 2 years of experience in report generation and trend analysis
- Experience in operational excellence and customer satisfaction analyzing is a plus.

Qualifications:

- Fluent in written and verbal English
- Fluency in other European language is an advantage
- Strong analytical and summarizing skills
- Very good communication skills – outgoing, natural communicator
- Good presentation skills
- Detail oriented person
- Team player
- Ability to operate effectively within a virtual (cross-cultural) team
- Self-motivating and able to work as part of a Remote/Virtual team.

Technical skills (procedures and documents the employee has to be acquainted with):

- PC Knowledge: Excel, Databases, PowerPoint, Outlook
- Strong Excel skills – Macro creation is plus
- SQL programming skills will be a plus
- Knowledge of ITIL Foundations is a plus

Education (degree) required:
- Bachelor degree or equivalent

Approved by HR Manager:	Employee:
Name: Ljubomira Taleva *Signature:*	*Name:* *Signature:*
Date:	*Date:*