

We are the leading global information services company, providing data and analytical tools to our clients around the world. We help businesses to manage credit risk, prevent fraud, target marketing offers and automate decision making. We also help people to check their credit report and credit score, and protect against identity theft.

In 2017, for the fourth consecutive year, Experian has been named to Forbes Magazine's Top 100 list of the "World's Most Innovative Companies."

We employ approximately 17,000 people in 37 countries and our corporate headquarters are in Dublin, Ireland, with operational headquarters in Nottingham, UK; California, US; and São Paulo, Brazil.

We are currently looking for **Junior Business Support Optimization (BSO) Analyst** who will be providing 2nd line business-related product support to clients using the Experian Decision Analytics product set. The Junior BSO Analyst will be dealing with live product configuration incidents (investigate & fix), system enhancements (requirements definition and implementation) and solution optimisations.

Responsibilities:

- Configure, test and document client configuration builds and/or enhancements to ensure that their identity and fraud solutions are performing correctly and meeting client expectation, before being published into the Live environment
- Understanding and analysing client identity and fraud solutions, identifying ways to improve business performance
- Communicate configurations and enhancements in a clear and confident manner demonstrating the impact and benefits to clients and stakeholders alike
- Contribute to BSO related change requests, incidents and problem management issues and liaise with internal teams across 1st / 2nd /3rd lines of support to ensure minimal impact to client operations
- Understanding and maintaining BSO proprietary Business Intelligence reports, MI, relevant tools and the key performance metrics and benchmarks
- Maintain awareness of the existing identity and fraud product portfolio, key functionality, current best practices and any future functionality currently being considered and/or developed within
- Provide an open channel of communication and support to clients throughout the lifecycle of all BSO initiatives

Requirements:

- University degree or equivalent standard with a high-numeric, IT or business content
- Ability to look at issues from a business perspective and then translate this into the technical application
- Analytical and problem solving skills
- Good time management and communication skills
- Ability to work effectively with remote virtual teams
- Knowledge and/or experience with XML and SQL
- Possess a working knowledge of Microsoft Office tool suite including latest versions of Word, Excel, PowerPoint and Visio
- Experience of programming would be additional advantage

- Flexibility to travel in line with business needs
- Fluency in spoken and written English

We offer:

- Personal Development - career pathway for professional growth supported by learning and development programs and unlimited access to online educational training courses, learning materials & books
- Work environment - excellent work conditions with friendly environment, recognized strong team spirit, and fun and quality recreation time
- Social benefit package - life insurance, food vouchers, additional health insurance, corporate discounts, Multisport card, and a Share options scheme
- Work-life balance - 25 days paid vacation and 3 additional paid days for participation in Social responsibility events

If you need any further information, please contact: bulgariatalents@exerian.com

Only shortlisted candidates will be contacted.