



Title: Business Analyst

Skills: Business Analyst, CRM, Telecom, Billing

Location: Chicago, IL
Area Code:312
Tax Term: CON_W2
Pay Rate: TBD
Length: 8-12 months
Travel Required: none

Description:

PLEASE SEND RESUMES TO: rao@technosmarts.com

Glimpse of Responsibilities and Abilities

- " Work with client and teams to deliver business and technical solutions.
- " Deliver timely and quality services, ensuring client satisfaction.
- " Conduct research and analysis, using data gathering techniques.
- " Analyze information, prepare presentations and deliver proposals to clients.
- " Maintain personal utilization targets.
- " Transfer knowledge, monitor engagement team performance, and provide feedback.
- " Monitor and direct others to act in accordance with company initiatives, processes and methodology.

Requirements

- " Support workshops, logistics
- " Capture minutes, notes in great clarity
- " Ability to understand workshop discussions and capture the essence, decisions and actions
- " Coordinate closure of action items
- " 3+ yrs relevant work experience.
- " 3+ yrs functional expertise in business process reengineering, transformation, organizational. design/change management, implementation planning and execution, migration and conversion, testing and/or training.
- " Must be willing to travel between up to 100%.

Preferences

- " Recent consulting experience.
- " Big 5 consulting experience highly preferred.
- " Experience in IT integration, telecom billing, OSS, Call-Center, and CRM solution definition, design, development and delivery (Clarify, or other CRM and billing packages essential)
- " Strong analytical, team lead and leadership skills.
- " Proposal development experience.
- " Strong customer facing skills with ability to influence and motivate clients and employees.
- " Advanced college degree preferred.