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Process Developer - Analytics

Function: Operations

Hyderabad/Gurgaon/Bangalore, India

With a startup spirit and 80,000+ curious and courageous minds, we have the expertise to go deep with the world's biggest brands—and we have fun doing it. Now, we're calling all you rule-breakers and risk-takers who see the world differently, and are bold enough to reinvent it. Come, transform with us.

Inviting applications for the role of **PD, HMS Analytics**

In this role, you will be responsible to demonstrate innovation and intuition in identifying areas requiring operational adaptation and/or improvement Active user of Internet and online applications.

Responsibilities

- Manage daily process volume
- Respond to customer inquiries and problem escalations
- Provide support for data analysis
- Understand customer requirement and deliver within time
- Maintain a thorough understanding of client process and policies
- Provide excellent customer service to our customers
- Responsible to showcase strong work ethic, with the ability to work well both independently and within the context of a larger team-oriented environment

Qualifications

Minimum qualifications

- Any graduate degree or equivalent with a strong academic record

Preferred qualifications

- Analytical thought process
- Hands on experience on Advance Excel, MS office

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- Previous experience in a customer service role chat/email/voice
- Effective probing skills and analyzing / understanding skills
- Problem solving skills with customer centric approach Demonstrated proficiency with written English and with neutral English accent
- Strong attention to detail.

Genpact is an Equal Opportunity Employer and considers applicants for all positions without regard to race, color, religion or belief, sex, age, national origin, citizenship status, marital status, military/veteran status, genetic information, sexual orientation, gender identity, physical or mental disability or any other characteristic protected by applicable laws. Genpact is committed to creating a dynamic work environment that values diversity and inclusion, respect and integrity, customer focus, and innovation. For more information, visit www.genpact.com. Follow us on [Twitter](#), [Facebook](#), [LinkedIn](#), and [YouTube](#).