

## Business Analyst - CRM

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Company: Amaris Consulting

Location: İstanbul

Category: other-general

### Job description

We are looking for a skilled Business Analyst with a strong background in CRM domain to join our dynamic team. The ideal candidate will have a minimum of 3 years of experience in business analysis, preferably within the banking sector, and at least 1 year of hands-on experience in CRM domain. This is a remote position; however, the successful candidate will be required to participate in a 3-week on-site orientation program.

### Responsibilities:

Collaborate with stakeholders to understand business requirements and translate them into functional specifications.

Analyze and document business processes, workflows, and data models.

Conduct gap analysis and identify areas for process improvement.

Work closely with development teams to ensure that solutions meet business needs and requirements.

Facilitate workshops and meetings to gather requirements and drive consensus.

Provide support and guidance to project teams throughout the development lifecycle.

Assist in the testing and implementation of CRM solutions.

Stay up-to-date with industry trends and best practices in CRM domain.

### **Requirements:**

Bachelor's degree in Business Administration, Computer Science, or related field.

Minimum of 3 years of experience as a Business Analyst, preferably in the banking sector.

1+ year of experience in CRM domain, with a strong understanding of CRM concepts and principles.

Proven track record of successfully delivering projects on time and within budget.

Excellent communication and interpersonal skills.

Strong analytical and problem-solving abilities.

Ability to work independently and as part of a team.

Willingness to travel for on-site orientation (up to 3 weeks).

If you are a motivated and talented Business Analyst with a passion for CRM domain and a desire to make a difference, we encourage you to apply. Join us in shaping the future of consulting at Amaris Consulting!

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