

Pelago is looking for a senior business analyst

Pelago is a mobile-first platform for creating, managing and promoting social events.

Our vision is to create the next-generation social events platform to attract the best audiences for organizers worldwide.

We are looking for talented and passionate senior business analyst responsible to:

- Lead the Design Thinking discipline
- Champion internal and external research around key journeys, pain points and solutions
- Act on a backlog of priorities and opportunities across customer journeys, product lines and geographies
- Work across our Pelago and client teams

Requirements

- Shape and run a framework to capture customer feedback and translate these into opportunities around process, systems and people.
- Rapidly test hypothesis and solutions with customer through prototypes and CX testing methodologies.
- Champion internal and external research around key journeys, pain points and solutions
- Clearly translate customer feedbacks in a portfolio of actionable opportunities to be addressed by various teams and stakeholders.
- Act on a backlog of priorities and opportunities across customer journeys, product lines and geographies
- Champion agile ways of working and the 'start up mentality' by collaborating and solving problems in a true transformational way
- Support new solutions' build, delivery, implementation and change embedding
- Perform business solution analysis.

You have

- Start-up mentality, transformational mind-set, customer outcome driven
- Design Thinking practitioner
- Agile ways of working and digital literacy. Notion of customer service design and research.
- Track record in building and delivering new customer journeys and products into the market.
- Proven ability to build strong relationship across stakeholder groups with the ability to effectively influence and communicate across various business lines and units and at senior levels within the organisation.
- Proven ability to influence teams without direct leadership authority
- Strong Analytical skills.
- Strong command of English language (both verbal and written) is a must, with Chinese (both simplified and traditional) is a bonus.
- Availability for short country visits across Asia Pacific for opportunity identification and solution deployment.

Get in touch at innovate@pelago.events