

Operations Analyst

Description

We're looking for an Operations Analyst who will work to define, improve, and execute Operations processes and procedures. Reporting to the Operations Manager, this role will be a driving force to ensure our customers are able to remit money as quickly as possible. You'll be working closely with the EMQ team to deliver a world-class operations experience for a globally distributed customer base.

Responsibilities

- Work with EMQ's Network team to understand new business pay-in/pay-out partner integrations and define the processes for it; help develop, improve, and execute daily operational procedures
- Customer transaction data input and review; reconciliation from business partner's report; answer settlement inquiry if any; resolve customer issues as quickly as possible through various channels
- Collaboration with Product Management and Engineering Teams for system testing of OPS-related functions
- Preparation of weekly or monthly regulatory/audit reports per various country governments' requests
- Transaction-related data analysis per internal requirements
- Work closely with Engineering and Finance teams to monitor systems behaviors, maintain the connection, and drive system improvements/enhancement via ticketing / bug-tracking tools
- Drive resolutions to transaction-related issues or complicated cases; deal with prerequisites and a variety of requirements to reach smooth running of transactions in a global scope; access server logs to identify problem
- Work closely with EMQ's Network Operations counterparts across regions to provide seamless support to our business pay-in/pay-out partners

Qualifications

- Bachelor's or above academic degree preferred; at minimum of 3 years' relevant experience in a similar role is a plus; basic knowledge of JSON, XML, and API is highly regarded
- Strong English (verbal/written) skill is a must, familiar with Word/Excel function; Zendesk (customer service system) experience is valued
- At least 2+ years in any Customer Service /Technical Support/Account Specialist/Merchant domains will be highly regarded, preferably in the finance or technology-related realms
- Tech-savvy in helping communicate with the non-tech person to achieve a clearer understanding of API/system integration issues
- Detail-oriented, self-disciplined, can work independently and under pressure, a quick learner
- Ability to multi-task and use information provided by customers to tailor responses and actions to meet specific needs
- Evolving knowledge of developing & improving processes and procedures
- *This position requires the flexibility of working in 2 rotation shifts, mainly Mid-shift and Nightshift

Hiring organization

EMQ

Employment Type

Full-time

Job Location

Kuala Lumpur, Malaysia

Date posted

March 12, 2021

LinkedIn

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What can you expect from us

- A competitive compensation package
- A team of great people to work with
- An autonomous working environment

If the above sounds like you, please submit your English CV/resume along with a written cover letter outlining how your previous experience makes you suitable for the role.