

Business Analyst- Reston, VA

FrontStream is seeking a **Business Analyst in Reston, VA** to join our growing and innovative technology services team. This position reports to the SVP, Client Services.

Company Overview:

FrontStream is the industry leading organization of SaaS fundraising solutions for nonprofits. We provide an integrated, enterprise-wide fundraising platform for all your fundraising, auction, donor management, corporate social responsibility (CSR), and payment processing needs via our leading social innovation products. Our team is collaborative, enthusiastic, and delivers on our promises.

Over 10,000 nonprofit and corporate customers use our Intelligent Engagement Platform. We have been serving the nonprofit sector for more than a decade, and we love what we do!

Position Overview:

The Business Analyst will help improve process for the overall customer experience and our integrated software products. The ideal candidate will work collaboratively with each department by using and tracking our data to support customer centricity objectives with an overall focus on retention and renewal.

Responsibilities Include:

- Provide insight and reports about customer experience behaviors and trends using data analysis, data mining, data modeling, optimization tools, and statistics
- Analyze metrics for identifying effect-cause relationships between outcomes and actions to grow customer loyalty
- Access and automate reports including custom reporting while using appropriate analysis and monitoring tools
- Communicate and present findings and become a trusted customer experience analytics advisor for the organization

Desired Skills and Experience Include:

- 1-3 years of experience in an analytical, trend analysis, and/or reporting role; or recent grads with relevant internships
- Bachelor's Degree in Business or related field
- Ability to analyze data through Excel or similar tools

- Experience or exposure in database analytics, data mining, and trend analysis is preferred
- Ability to use critical thinking and logic skills to drive efficiencies and solve problems
- Self-motivated; able to work independently to complete tasks and respond to department requests and to collaborate with others to utilize their resources and knowledge to identify high quality solutions
- Strong computer skills, especially with Microsoft Excel and PowerPoint
- Knowledge of Salesforce is highly preferred
- Passion for the non-profit industry is a plus!

The company is headquartered in Reston, VA with offices in Cambridge, MA, Lancaster, PA, Toronto, ON and West Melbourne, VIC, Australia.

Interested candidates should send resume, references and salary history to: careers@frontstream.com with "**Business Analyst - RES**" in the subject line. No phone calls please.

FrontStream is an equal opportunity employer. The successful applicant will have proven eligibility to work in the United States.

