

Business Analyst, Data Analytics- Cambridge, MA

FrontStream is seeking a **Business Analyst, Data Analytics** to join our company in **Cambridge, MA!** Whether you are a recent graduate with an analytical aptitude or have a few years' experience analyzing data, you are encouraged to apply!

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, Data Analytics** is responsible for analysis and insights about FrontStream's prospects, customer performance, product usage, retention, and processes related to customer acquisition, performance, and retention efforts across multiple channels.

The ideal candidate is naturally curious, is driven to understand customer and prospect behavior, and can learn modern technologies quickly!

Responsibilities Include:

- Provide insight, analysis, and reports about customer experience behaviors and trends using data analysis
- Analyze and pull metrics from Salesforce.com, MS Dynamics, Tableau, or other data sources to produce insights on how we can improve and grow customer loyalty
- Work with Marketing, Sales, & Client Services team to produce insights regarding KPIs (Lead generation, opportunities, sales, customer retention & satisfaction)
- Collaborate with multiple stakeholders including sales, marketing, customer service, product management, and finance departments
- Communicate and present findings and become a trusted customer experience analytics advisor for the organization

Desired Skills and Experience Include:

- 1-4 years of experience working as an analyst in a data driven environment
- Bachelor's Degree in Business or related field
- Highly proficient (ie Ninja!) at analyzing data using Excel, Access, and other tools
- The ideal candidate has experience or exposure working with: Salesforce.com, Tableau, Dynamics and/or Google Big Query
- Self-motivated; able to work independently to complete tasks and to collaborate with others to utilize their resources and knowledge to identify high quality solutions

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, Data - CAM**" 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.