



ABOUT US

We are a collective of more than 900 young individuals seeking to build the most customer-centric online destination for customers to find and discover virtually anything they want to buy online by giving them more of what they want – a vast selection, best prices, fast and reliable delivery and a trusted and convenient experience and provide sellers with a world-class e-commerce platform.

Daraz is owned by the Alibaba Group. With world-class technology we try to get companies online and sell their goods through our platform and redefine the Lankan retail landscape.

For further growth, we seek a new team member for the post of:

Business Analyst Executive – Fulfillment Operations

JOB ROLE

- Analysis and monitoring of KPIs (E.g. lead time, cancellations, customer satisfaction, returns and backlog)
- Work closely with the businesses at both local and regional level to monitor, analyze and improve operations efficiency and capacity
- Support strategic projects on increasing speed of delivery and reducing delivery errors, thinking from a customer perspective
- Provide visibility in daily operations and critical support during campaigns, and work on mitigating actions for ageing items
- Assist in implementation of financial models to project costs and determine the impacting business factors
- Assist in comparison of forecasted budgets to financial actuals, identifying reasons behind Department performance and results

JOB REQUIREMENTS

- Bachelor's Degree in Business or STEM (Science, technology, engineering & mathematics) fields
- Programming skills: SQL, Python
- Strong analytical and problem-solving skills
- Self-driven and able to work in a team, proactive on the job with full commitment to timelines
- Adaptive to changing scope and evolving business environments
- Mature and able to learn and grow continuously, especially within a fast-paced environment
- Good analytical and project management skills
- 1+ year experience in business analyst or similar role

If you feel ready to take up the challenge, please forward your resume along with a recent photograph and details of two non-related referees to hrops@daraz.lk with the post applied for mentioned in the subject line.

Daraz is an Equal Opportunity Employer.