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| Title | Data Analyst - |
| Business | Consulting |
| Reports to | Manager, Audit and Mobile Optimization |

Advocate is a specialty Consulting and Lifecycle Services firm focused on Connectivity and Hybrid IT/Cloud solutions that helps enterprises optimize, transform, and manage their IT, cloud and connectivity infrastructure, to achieve significant improvements in performance, scalability, and contractual commitments, while concurrently achieving significant and permanent cost savings. Advocate targets \$1-\$10 billion enterprise clients (including multinationals) in a wide range of industries including financial services, healthcare, technology, retail, transportation, manufacturing, business services, and communications and media. With a reputation of quality long-term relationships and excellence in service, Advocate is focused on quality and growth, with a culture focused on providing its employees a great home for success, opportunity for reward and advancement, and commitment to a work-life balance.

We are looking to add a talented, experienced **DATA ANALYST (Wireless Telecommunications Auditor)** to our Audit Team within our Consulting Organization. The ideal candidate will have previous experience working with large data sets and problem solving. As a member of the Advocate Consulting business, the Data Analyst must prioritize and manage multiple tasks, problem solve, liaise with the internal teams and vendors, and ensure quality and timeliness of deliverables. The Data Analyst will be responsible for auditing telecom spending within our clients. Fast track your career by joining our high-growth, entrepreneurial company where technology, service and PEOPLE are the driving forces of our success!

RESPONSIBILITIES

- **Process Improvement:** Continuously looks for ways to improve current processes through automated tools like SQL and/or Microsoft Access. Constantly analyzes data accuracy in Technology Expense Management (TEM) platforms and compares it to source data.
- **Bill and Service Order Audit:** Audits wireless telecommunications invoices for assigned Clients through the TEM application, carrier billing portals and via paper invoices. Responsible for accuracy of charges in accordance with contract terms and service orders. Makes recommendations for savings opportunities.
- **Dispute Management:** Provides detailed analytics and supporting documentation for the purposes of filing disputes with carriers. Can work independently or closely with the Service Delivery Team to drive closure of disputes.
- **Optimization:** Building of trending models based on billing and usage histories, and taking those models into the future to determine which services and plans need to be changed, transitioned to another vendor and/or account consolidations.
- **Contract Management:** Understands and correlates contract terms to audit activities. Maintains a detailed database of contracts and terms for internal and external contract management exercises. Ability to validate orders with inventory and invoices.
- **Vendor Management:** Analyzes and recommends billing formats and account structures to best support audits and overall account management for different vendors. Works with outsourced 3rd party vendors to determine the best customization of reports and applications. Stays abreast of changes in the industry and makes thoughtful recommendations using this information.
- **Client Advocacy:** Can strongly represent clients through negotiations with carrier accounts and billing teams.
- **Data Aggregation:** Works with the Advocate Managed Services team and vendors to retrieve and/or compile data from various sources for both scheduled and ad-hoc audits, providing a detailed reporting output for delivery to clients.

SKILLS

- Strong data analytics utilizing SQL coding and/or Microsoft Access
- Strong organizational and interpersonal skills
- Excellent verbal and written communication skills
- Analytical aptitude with the ability to learn new information and skills quickly
- Ability to work well with teams and independently
- Can track and maintain strong delivery to multiple customers simultaneously
- Ability to analyze problems and communicate results
- Keen attention to detail
- Comfortable working in a fast-paced environment; adjusts to change with ease

QUALIFICATIONS

- 4 year college degree in business administration or technology field (statistics, data analytics, math, etc.) strongly preferred; or comparable work experience.
- Proven **advanced data analytics skills** utilizing SQL coding and/or Microsoft Access.
- Previous experience in Audit and Telecommunications/Unified Communications billing analysis strongly preferred
- Prior experience working with Sakon TEM, strongly preferred.
- Strong working knowledge of Microsoft Office with advanced proficiency in Excel (formulas, pivot tables, v-lookups, etc.);
- Must provide Proof of Right to Work in the United States on the I9 Form

OPPORTUNITIES

- Join a company named to the **Inc. 5000** list of Fastest Growing Companies for **nine consecutive years**
- Named one of the Top 100 Workplaces by The Atlanta Journal-Constitution
- Work daily with Fortune 500 Clients
- Opportunity for rapid career advancement
- Client facing position with the opportunity to make a direct impact

REWARDS AND BENEFITS

- Competitive base pay
- Incentive bonus plan
- 3 weeks paid time off
- 2 paid days off for community service
- Comprehensive benefits package
- Medical/dental/vision benefits
- Company matched 401(k) with immediate vesting
- Flexible work arrangement to support a good work-life balance
- Professional development with a long-term career path
- Continuing education and training reimbursement
- Paid employee referral program

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=29440679-d847-41e4-b32c-797f44374111&cclid=19000101_000001&type=JS&lang=en_US