

Business Process Analyst

Job Description/Overview

We are seeking a Business Process Analyst to join our professional team in delivering services that drive business performance and growth. Our ideal candidate is one who comes from a Finance/IT Background, is self-motivated and excels in a fast-paced environment.

If this is something that sounds interesting to you, do send us a copy of your CV and we will make sure to get back to you as soon as possible.

Key Duties & Responsibilities:

- Perform key task of processing client's funding and withdrawals, which includes Wire Transfer, Credit Cards, and other Payment Service Providers
- Maintenance of merchant portal and performing settlements.
- Preparations of monthly reconciliation report
- Preparation of monthly profit-sharing report (High Watermark and Non-High watermark) for our clients
- Work with the Development department for system enhancements and performing system testing to ensure new processes and functionalities can meet clients' needs and requirements.
- Supporting the Sales Department to resolve any queries relating to operational processes.
- Work and liaise with different vendors to ensure that all deposits and withdrawals are delivered in a timely manner.
- Reviewing of documentations for Operational procedures.
- Other ad-hoc duties as may be required from time to time.
- Work closely with the Head of Operations to ensure operational strategies are aligned with a view to improve system robustness.
- Formulate business strategies to increase company efficiencies.
- Design policies and processes to facilitate any business implementation.
- Implement processes to ensure customer retention.

- Oversee the systems throughout the organization.
- Manage contacts with vendors, partners, and clients.
- Planning for long term processes to keep the organization relevant.

Requirements:

- Diploma/Degree in Finance, IT or of an equivalent discipline
- Able to understand and work well with numbers
- Critical thinking for enhancements of our system
- Good problem-solving skills
- Able to work well independently and within a team
- Able to liaise with vendors
- Responsible and fast learner due to a steep learning curve
- Proficient in Microsoft Office & Excel
- Knowledge in Metatraders 4 is an advantage

Kindly send your resume to hr@iwsbpo.com.

Attractive remuneration package and benefits will be offered to suitable candidates.

Note that only shortlisted candidates will be notified.