

Business Intelligence Engineer

Job Location

United States
Remote work from: USA

Base Salary

USD 40 - USD 50

Employment Type

Full-time, Part-time

Description

If you have a passion for data and machine learning and want to join a science and analytics team that creates solutions impacting millions of customers globally, this job is perfect for you!

Amazon revolutionized customer service, now we are changing what customers expect from technical support.

We're responsible for the Customer Service operations and solutions for all Amazon Devices and Digital properties, from the Kindle and Echo, to Amazon Music and Prime Video. Join our team as a BI Engineer and drive business growth through data-driven insights.

In this role, you'll maintain and analyze large data sets, build data models for analysis, and collaborate with stakeholders to define meaningful success metrics.

Your expertise in data engineering and analysis will directly impact our organization's success by providing actionable insights that inform strategic decisions.

We're seeking a skilled professional who can communicate complex data in a clear and concise manner, enabling stakeholders to make informed choices that propel our business forward.

Key job responsibilities

- Work closely with the Product Managers, Scientists, Engineers, and Data Engineers on developing BI/analytics solutions to measure the performance of new and existing solutions (including ML models) and surface new opportunities for improvements.
- Build and analyze key metrics to uncover trends and root causes of issues and own ad-hoc deep dive investigations into existing customer journeys to identify root causes of issues and surface improvement opportunities.
- Own the design, development, and maintenance of ongoing data pipelines, metrics, reports, visualizations, analyses, dashboards, etc. to drive business decisions.
- Work with Product Managers, Data Engineers, scientists to develop a mechanism to measure the performance of a new and complex projects that seeks to create a unified and cohesive generative AI solution to enhance customer experience

Hiring organization

Amazon

Date posted

October 15, 2024

Valid through

31.05.2025

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- Collaborate with other stakeholders to optimize and adopt applications within the AWS ecosystem.
- In this role, the BIE will be responsible for migrating dashboards to new visualization tools, conducting thorough testing, deploying the new tools, and training users on the updated visualization platform.

A day in the life

We are looking for a motivated individual with strong technical / analytical skills and practical experience to join the Device, Digital and Alexa Support (D2AS) team as a Business Intelligence Engineer.