

Data Analyst, Operations

Description

Inclusion at Bumble Inc.

Bumble Inc. is an equal opportunity employer and we strongly encourage people of colour, lesbian, gay, bisexual, transgender, queer and non-binary people, veterans, parents, people with disabilities, and neurodivergent people to apply. We're happy to make any reasonable adjustments that will help you feel more confident throughout the process, please don't hesitate to let us know how we can help. In your application, please feel free to note which pronouns you use (For example: she/her, he/him, they/them, etc).

Bumble Inc. is seeking an experienced Data Analyst, Operations to work with stakeholders across Member Operations and Trust & Safety. The Operations Analytics team is responsible for all metrics related to operations efficiency, cost, and longevity. It provides support with the analytical, data science, and analytics engineering capabilities required to scale reporting, forecasting, and insights around member retention, workforce management, and operational efficiency.

This is a unique opportunity for an analyst who enjoys a dynamic environment of a growing company, has experience in operational analytics and has a passion to make a positive impact on customers and the business whilst contributing to the Bumble Inc.'s mission to foster kind connections.

You would ideally have an extensive background in operations analytics at a relevant tech company, with proven experience of driving commercial impact through applying analytics to critical business problems.

You bring experience of working with complex sources of customer operations, payments and behavioural data. You will be fluent in a range of analytical techniques from data modelling, self-serve analytics, to data science and forecasting as applied to workforce management, abuse moderation, and regulatory reporting, and will have a deep understanding of operations and moderation.

You understand the high-level business model of the company and the primary drivers and output metrics to efficiently receive a stakeholder request, draft a project/insights brief and proactively ask for additional scope clarity where necessary.

KEY ACCOUNTABILITIES

- Collaborate with the member operations and trust and safety teams to generate actionable and pragmatic insights and recommendations, automating decision-making where necessary, and providing tools and solutions that help enable self-service and scalability.
- Efficiently present your information to executive stakeholders, effectively select the right visualisation types and abstract technical complexities in accessible business language.
- Drive core business insights around cost to serve, average handling time, and other operational efficiencies. Design and build reporting suites relevant to the operational stakeholders using multiple domain areas across cost, operations, and business metrics.
- Act as a trusted thought partner in the customer operations domain and collaborate with other areas of analytics and the business to bring to light how product and other customer initiatives impact the member support and trust and safety and vice versa.
- You will act as translator between business and analyst requirements and

Hiring organization

Candidate-1st

Employment Type

Full-time

Beginning of employment

asap

Job Location

UK London

Working Hours

40

Base Salary

euro USD 64K - 106K *

Date posted

May 17, 2024

applications to the data model.

- You will optimise reporting to reflect consistency in sources of truth, and align stakeholders in your domain on definitions of metrics and dimensions.
- You will work closely with your team and stakeholders in operations and trust and safety domain to support them with the most impactful priorities, reduce time to insight, ensure data quality and reliability.
- You will work with advanced analytics models and methods across the core levers of operations (including experimentation, ML and automation).

REQUIRED EXPERIENCE & SKILLS

- Preference for a graduate degree in Mathematics, Engineering, Information Sciences, Economics, Finance, or STEM. PhD and Masters welcome.
- Preference for experience working in similar dating/social/gaming tech product industries or else financial services/high-data-volume industries.
- 3+ years experience in commercial/operational analytics, being able to elaborate on the business impact you have driven in your previous experience.
- You have experience and knowledge of the operations domain across multiple channels, tools, and understand the tooling/vendor landscape (Zendesk, UnitQ among others) and opportunities for automation introduction of genAi.
- You have had experience setting up experimentation (A/B testing), measurement, and data collection.
- You have experience in building and deploying ML and statistical models for demand forecasting and segmentation.
- You have experience working with complex data infrastructures and have experience partnering and guiding the work of data engineering to help facilitate ingestion, warehousing, and optimisation of databases.
- Strong experience with data engineering and data modelling requirements needed to automate reporting and measurement.
- You have worked with multiple data visualisation and transformation tools, with preference for DBT, Airflow, Fivetran, and Tableau/Powerbi/Looker or similar.

ABOUT YOU

- Strong believer in Bumble Inc.'s brand vision and [values](#).
- [Engaging](#), inspiring and clear communicator.
- A proven track record of socialising and embedding analytical findings to drive business outcomes, up to exec level.
- Deep commercial understanding, and a proven ability of creating impact through the power of customer led insights.
- Comfort in operating in ambiguous and complex problem spaces, and helping teams you work with to define the questions that help support the business, and confidence in pushing back and saying no where needed.
- You can manipulate large datasets, combining data from multiple sources to obtain the required results.
- A love of collaborating with colleagues and stakeholders to arrive at rounded and balanced perspectives in your work, a strong desire to learn from others
- Commercially minded, with a keen sense of where insights can fuel growth.
- Strong experience with Python/SQL, visualisation tooling such as Looker/Tableau, and machine learning/data science tooling such as Streamlit/Count/Kubeflow.
- Strong governance and data quality [mindset](#). You are an expert in SQL and Python and are willing to upskill teams on best practices.

- You can break down and explain complex processes, requirements and data pipelines to both technical and non-technical stakeholders.
- You'll have demonstrable experience in presenting these solutions to your peers.

About Us

Bumble Inc. is the parent company of Bumble, Badoo, Fruitz and Official. The Bumble platform enables people to build healthy and equitable relationships, through kind connections. Founded by Whitney Wolfe Herd in 2014, Bumble was one of the first dating apps built with women at the center and connects people across dating (Bumble Date), friendship (Bumble BFF) and professional networking (Bumble Bizz). Badoo, which was founded in 2006, is one of the pioneers of web and mobile dating products. Fruitz, founded in 2017, encourages open and honest communication of dating intentions through playful fruit metaphors. Official is an app for couples that promotes open and honest communication between partners and was founded in 2020.

How the process will look like

Your teammates will gather all requirements within our organization. Then, once priority has been discussed, you will decide as a team on the best solutions and architecture to meet these needs. In continuous increments and continuous communication between the team and stakeholders, you're part of making data play an even more important (and understood) part withing Brand New Day.

Job Benefits

USD 64K – 106K *