Customer Data Analyst (m/f/d)

Drink More Water, together we grow.

All the great people here at waterdrop (www.waterdrop.com) have been shaking up the market with our innovative microdrinks and microteas that make drinking more water fun, convenient and more sustainable. We're proud to have saved countless plastic bottles in the process as well as having significantly reduced carbon emissions compared to prefilled beverages. Following our rapid growth to well over 1+ million satisfied customers, 19+ stores across Europe and the US, numerous dedicated B2B customers and being listed in over 8,000+ retail markets, we can't wait to take this journey to the next level.

Become part of this journey and join our passionate and driven team now.

Your responsibilities at waterdrop®:

- Collect data through quantitative & qualitative sources (surveys, NPS, focus groups, etc.) and analyze customer preferences and behavior and market potential.
- Interpret our customer cohorts to make actionable insights and recommendations.
- Design and execute all phases of quantitative research studies, including research plan development, questionnaire writing, survey programming, analysis.
- Drive qualitative research, including focus groups and user panels and coordinate and participate in meetings with customers.
- Present your findings and collaborate closely with other teams (product development, performance marketing, marketing Automation) to improve the overall customer retention.

Strengths & required qualifications:

- You finished a Bachelor's or Master's degree in Business Analytics, Market Research, Business Informatics or any other related field

- You have 2+ years of experience in Business Analytics, ideally in an e-commerce business and are well versed in customer retention marketing
- You have solid expertise in Excel and are familiar with visualization tools such as Google Data Studio, y42 or Tableau
- You are highly analytical and have statistical knowledge to analyze customer data and derive insights. Skills in R and SQL are a plus!
- Besides your analytical know-how, you also stand out with your conceptual skills and have an eye for detail
- Your ability to prioritize and your structured & strategic working approach enable you to prosper in a fast paced, and results-oriented environment
- You love to work with people from different teams and backgrounds and your profile is rounded out through your fluent English

What we offer you:

- An **ambitious** and **international team,** for whom fun at work is very important
- Individual development opportunities in one of the fastest growing e-commerce companies in Europe
- **€1000,-** gross annual training budget, to develop in your field
- **MyClubs** sports vouchers, to have a sporty balance
- **Monthly sports events** (Freaky Fridays), to be active with your team members
- **Lunch allowance of €5,- per working day,** for a break with your colleagues
- **Discount** on your waterdrop purchases and many free merchandising items
- **Legendary summer and Christmas parties!**

Wanna drop in? Send us your application documents in English or German through the application button.

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Be part of a success story.

waterdrop®

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Additional information

Location	**Vienna**
Position type	**Full-time employee**
Start of work	**Oct 4, 2021**

Responsible

Sandra Werber