

Driving decarbonization and digitalization. Together.



Senior Customer Experience Data Analyst

Job description

As a Senior Customer Experience Data Analyst, you will help build a deeper understanding of our customer experience. You will be a key member of the Customer Experience global team at Infineon working with our Voice of the Customer programs to seek and unearth actionable insights and recommendations to improve customer experiences. Day to day activities include analyzing structured and unstructured customer feedback and transactional data, working with advanced analytics team members to develop data-driven insights, and modeling predictive analytics to inform key process improvements. Does this sound exciting? If so, please apply today!

In your new role you will:

- Translate technical aspects of analysis and metrics into insights
- Strong data driven storytelling skills as it relates to customer experience
- Create and deliver compelling visualization, write documents to explain analysis and insights
- Advanced SQL, ability to write complex queries from scratch using multiple tables, creating appropriate joins, extracting and manipulating data, formatting fields
- Fluency with advanced analytical tools (python, R, SAS) ability to run advanced statistical modeling and testing in one or more languages
- Experience working with databases and data mining techniques in business environments
- Understanding of data warehousing and data modeling concepts

Profile

You are best equipped for this task if you have:

- Masters degree in engineering, statistics, computer science or similar discipline
- 10+ years experience of working in analytics with customer and or employee experience data
- 2+ years experience in semiconductor industry
- 5+ years experience with data visualization tools (Tableau or PowerBI) in creating data/reporting for senior level management
- 5+ years experience in B2C and B2B data analysis across multiple personas
- 3+ years experience in predictive analytics
- Effective written and verbal communication skills

At a glance

Location: **Lexington, KY (United States), Lexington, KY (United States)**

Job ID: **HRC0671197**

Start date: **as soon as possible**

Entry level: **5+ years**

Type: **Full time**

Contract: **Permanent**

Apply to this position online by following the URL and entering the Job ID in our job search. Alternatively, you can also scan the QR code with your smartphone:

Job ID: **HRC0671197**

www.infineon.com/jobs



Benefits

- **Lexington, KY:** Medical, Dental & Vision Plans; Flexible Reimbursement Accounts (FSAs); Industry leading 401k Employer Contribution/Match; Company Performance Bonus; Holiday Pay & Paid Time Off (PTO); Flexible Working Conditions, Part-time Options; Different career paths: Project Management, Technical Ladder, Management & Individual Contributor; Wide range of Training Offers & Career Development Planning; Coaching, Mentoring, Networking Possibilities; International assignments; Basic Life & Dependent Life Insurance; Paid Sick Leave, Accidental Death & Disability Insurance (AD&D) ; Short-term & Long-term Disability ; Employee Assistance Program (EAP) ; Health Promotion Programs ; Reduced Price for Public Transportation
- **Lexington, KY:** Medical, Dental & Vision Plans; Flexible Reimbursement Accounts (FSAs); Industry leading 401k Employer Contribution/Match; Company Performance Bonus; Holiday Pay & Paid Time Off (PTO); Flexible Working Conditions, Part-time Options; Different career paths: Project Management, Technical Ladder, Management & Individual Contributor; Wide range of Training Offers & Career Development Planning; Coaching, Mentoring, Networking Possibilities; International assignments; Basic Life & Dependent Life Insurance; Paid Sick Leave, Accidental Death & Disability Insurance (AD&D) ; Short-term & Long-term Disability ; Employee Assistance Program (EAP) ; Health Promotion Programs ; Reduced Price for Public Transportation

Why Us

Infineon designs, develops, manufactures, and markets a broad range of semiconductors and semiconductor-based solutions, focusing on key markets in the automotive, industrial, and consumer sectors. Its products range from standard components to special components for digital, analog, and mixed-signal applications to customer-specific solutions together with the appropriate software.

We are on a journey to create the best Infineon for everyone.

This means we embrace diversity and inclusion and welcome everyone for who they are. At Infineon, we offer a working environment characterized by trust, openness, respect and tolerance and are committed to give all applicants and employees equal opportunities. We base our recruiting decisions on the applicant's experience and skills.

We look forward to receiving your resume, even if you do not entirely meet all the requirements of the job posting.

Please let your recruiter know if they need to pay special attention to something in order to enable your participation in the interview process.

[Click here](#) for more information about Diversity & Inclusion at Infineon.

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Cypress Semiconductor Corporation, is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex (including pregnancy, childbirth, or related medical conditions), gender identity, national origin, ancestry, citizenship, age, physical or mental disability, legally protected medical condition, family care status, military or veteran status, marital status, domestic partner status, sexual orientation, or any other basis protected by local, state, or federal laws.

Employment at Infineon is contingent upon proof of your legal right to work in the United States under applicable law, verification of satisfactory references and successful completion of a background check and drug test, and signing all your on-boarding documents.

In some instances, if applicable, U.S. export control laws require that Infineon obtain a U.S. government export license prior to releasing technologies to certain persons. This offer is contingent upon Infineon's ability to satisfy these export control laws as related to your employment and anticipated job activities. The decision whether or not to submit and/or pursue an export license to satisfy this contingency, if applicable, shall



be at Infineon's sole discretion.

Infineon Technologies takes data privacy and identity theft very seriously. As such, we do not request personally-identifiable information (PII) from applicants over the internet or electronically. Please kindly refrain from disclosing your PII electronically during the application process or to unauthorized websites that may purport to be Infineon or any of our affiliates.

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