



Customer Success Analyst

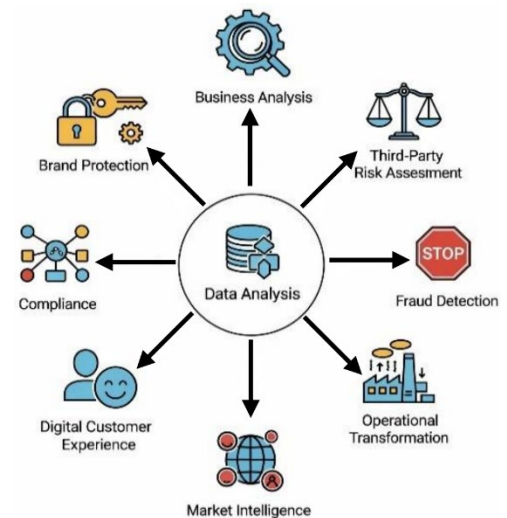
Aegis Mobile, LLC
Offices in the Washington,
D.C. area and Mobile, AL

Aegis Overview

Aegis operates at the intersection of data science and global brand integrity. We build proprietary intelligence systems that protect telecommunications companies from fraud, channel abuse, and partner risk — and we do it at scale, in real time, across multiple continents.

Aegis utilizes the most sophisticated Internet and mobile web surveillance and capture tools available today to deliver:

- Business Analysis and Analytics for Brand Protection and Compliance
- Third Party Partner Risk Assessment, Onboarding, and Monitoring
- Fraud Detection and Prevention for the Digital Customer Experience
- Market Intelligence
- Operational Insight and Transformation



Aegis Solutions

Aegis provides multi-level investigative solutions to its clients through proprietary software tools that integrate and transform data into actionable information with intuitive user interfaces and dashboards. The Company operates two highly focused business units:

- Brand Protection and Compliance
- Multi-source Business Intelligence and Analytics

Every solution implementation is customized and integrated to meet the individual customer's processes and objectives. In our brand and partner protection products and services, we "connect the dots" using proprietary software to create insight as well as partner and program visibility across business channels to improve performance, risk mitigation, profitability, revenue optimization, and management efficiency. We integrate our customers' data with open-source information from across the Internet to deliver customized, actionable, world class business intelligence.

Position: Customer Success Analyst

Need Statement

Aegis seeks to hire a Customer Success Analyst to join a growing department that assists customers in achieving their desired outcomes while using proprietary software tools. This role involves analyzing customer data, monitoring customer health, and providing insights that help drive customer retention and growth. As businesses strive to deliver superior customer service and maximize the value customers derive from our products, the role of a Customer Success Analyst becomes increasingly vital. This role is a track position that will elevate based on performance. This position is based in any one of Aegis Mobile's offices in Tysons Corner, VA, Mobile, AL, or Columbia, MD, with the potential for hybrid or remote work.

Job Summary

As a member of the Customer Success team, the ideal candidate will work closely with other departments such as Product Development, Vetting, and Compliance to align strategies and share insights. This collaboration ensures that all teams are informed of customer needs and can adapt their approaches accordingly to achieve better outcomes. The candidate will also engage directly with customers to gather feedback, understand their experience, engage in problem-solving and provide solutions. This position has opportunities for growth and advancement within our organization.

Key responsibilities:

- Addressing customer success tickets via the Customer Success ticketing system, and through additional emails.
- Communicating with various customers and responding to requests for information, case status, and engaging in problem solving throughout the day.
- Maintaining various spreadsheets and working within enterprise ticketing systems to track the status of vetting submissions, and assist in the processing of submissions from inception to conclusion.
- Coordinating and interacting with the operations team to receive information and address customer concerns.
- Learning the unique requirements of various business channels to increase the scope of questions the analyst may address unaided by subject matter experts.
- Communication with Customer Success team members throughout the day regarding updates to vets and discussion of issues.
- Self-motivated, creative, and efficient in proposing solutions to customer success problems.
- Working effectively in a highly collaborative team environment.

Knowledge and Skill Requirements

- A minimum of one year's experience in corporate customer service.
- Excellent written and verbal communication skills.
- Strong problem-solving skills to identify issues affecting customer satisfaction and develop strategic interventions. This involves critical thinking and creativity to find effective solutions.
- Proficiency with Microsoft Office Suite, including Excel and Word.
- A minimum of one year's experience with Customer Relationship Management (CRM and helpdesk) platforms, such as Zendesk.
- Familiarity with communication and collaboration platforms such as Microsoft Teams, and Zoom.

Additional Desirable Knowledge and Skills

- Specific helpdesk experience.
- Knowledge and experience regarding business investigations, vetting, and regulatory compliance.
- Experience working with databases and other software tools.

Qualifications

- A high school diploma is required.
- A four-year Baccalaureate degree in a relevant discipline is preferred (e.g., Business Administration, Sociology, Political Science, etc.).
- One to three years of direct or relevant professional experience.

Additional Requirements

- In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification process upon hire. **Aegis is unable to provide employment sponsorship for this position.**
- All people hired are required, without exception, to pass a criminal background check and a drug screen
- Candidates may be asked to provide references.

Why You'll Want to Work with Aegis:

Aegis is an innovative, diverse, and dynamic company with tightly woven teams constantly exploring new ways to produce advantages for our clients. With offices in Virginia, Maryland, and Alabama, we provide opportunities to work in a variety of settings and use the collaborative brainpower around you to ask and answer interesting questions. You can expect to see the solutions you develop rapidly incorporated into our world class products and services that are critical to the global telecom industry. We have a broad range of backgrounds and interests: experts in fields such as finance, real estate, politics, naval engineering, law enforcement, and even professional equestrian sports come together to make an intriguing and educational work environment. We offer excellent benefits and competitive salaries. Find out more at www.aegismobile.com.