Customer Data Analyst

Division: Customer And Product
Department: Customer Analytics
Location: Athens International Airport, Building 57, Spata
Type of Employment: Full-time

About us

AEGEAN, based in Athens, Greece, is a member of Star Alliance Group since 2010 and a proud winner of 15 SKYTRAX World Airline awards as the 'Best Regional Airline in Europe'. Instrumental in our success have been our employees, who seek to channel their energy and motivation into the challenging industry of aviation, providing services of high standards across all travel stages and contributing to the continuous improvement of our products. We are looking for enthusiastic, talented, and dedicated individuals who can drive our organization forward.

If you wish to explore the exciting world of aviation, join our team!

About the role:

We are currently seeking a **Customer Data Analyst** to join our Customer Analytics team. In this role, you will analyze customer demographics, loyalty data, travel preferences and booking behavior to uncover patterns, develop basic predictive models and deliver actionable insights to teams across the Commercial Division.

If you are passionate about strengthening customer engagement, increasing customer value and measuring the impact of products and promotions through data-driven analysis, do not miss the opportunity to apply!

What you will do:

- Work closely with internal stakeholders to understand business problems and analyze our customer data to generate insights
- Ensure smooth operation of Oracle CDP ecosystem, monitor the performance of databases and take proactive or corrective maintenance actions
- Develop new reports, visualization dashboards, KPIs and tables, leveraging on available data
- Run analyses, to answer requests from multiple other teams across AEGEAN, to support product design, actions, efficiency and decision making of business owners
- Develop customer segmentations and predictive models, to increase commercial intelligence about our markets and customers

You fit, if you cover the following **requirements**:

- Bachelor's degree, preferably in Engineering, Mathematics, Statistics, Physics, Economics or another quantitative discipline
- Fluency in oral and written Greek and English
- Good Excel knowledge, or any other analytical tools
- Programming background, especially in SQL and/or Python will be considered an asset
- Knowledge of AEGEAN products such as the Miles+Bonus program will be highly preferred

And you have **competence** in:

- Thinking in an analytical and structured way to resolve problems
- Prioritizing and meeting deadlines
- Working collaboratively
- Adapting and working with agility
- Showing initiative and self-direction

If you pursue your career journey with Aegean, on top of a challenging job, we offer:

- A working environment where you feel valued and appreciated
- Excellent career and development opportunities within the organization
- Flight tickets
- Private health insurance scheme

**If this looks like an interesting opportunity for you,
send us your application HERE**