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CRM Business Analyst

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Company: Doctify

Location: Poland

Category: computer-and-mathematical

About The Role

As our CRM Business Analyst, you will be highly skilled in Salesforce and play a crucial role in bridging the gap between Doctify's business needs and technological solutions, and our core commercial functions (Sales, Commercial and CS). Overall, business analysts play a key role in ensuring that our systems, architecture and data align with business objectives and contribute to organisational success.

Our Mission

Would you agree that our health is the most precious thing we have? And that each patient should be empowered to make confident decisions on their healthcare? Well, we aim to be the first healthcare review platform trusted by patients and healthcare professionals globally. Our mission is to help over 100 million patients by 2025. If this sounds like a mission you would like to be a part of, then apply now!

We're Doctify

We're a leading global healthcare review platform, empowering patients to make confident and informed decisions on their healthcare, having helped more than 50 million patients to date. In early 2023 Doctify secured an additional \$10m in a growth round led by Beringea, the transatlantic venture capital firm. The round will help Doctify accomplish our ***mission to help over 100 million patients by 2025.***

The funding, which brings total investment in Doctify to more than \$29m, will be used to accelerate growth in key international markets, invest in groundbreaking product enhancements, and expand our global team.

We're a team of over 100+ passionate people across 5 countries on a mission ~~to~~ **leave no patient left unheard!**

You'll Be Responsible For

System Analysis: Evaluating existing systems and assessing the impact of proposed changes.

Requirement Gathering: Collaborating with stakeholders to understand and document business requirements.

Continuous Improvement: Identifying opportunities for process improvement and recommending solutions to enhance efficiency and effectiveness.

Strategic Planning: Contributing to strategic planning by providing insights into how technology can support and drive business goals.

Data Analytics

Process Mapping: Creating visual representations of business processes to better design and communicate workflows.

Change implementation: execute and operationalize the proposed changes within the systems architecture at Doctify.

Testing Support: Assisting in the development of test plans and participating in testing to ensure that the implemented solutions meet business requirements.

About You

To excel in this role you will have the following -

You will have fluent English language skills

You are highly skilled in Salesforce

You have experience of and are proficient in other CRM & billing systems in general (such as, but not necessarily HubSpot, Chargebee, Gainsight)

You are analytical and practical - you have the ability to spot and fix problems to increase efficiency

You like to think about systems and organisation design, from a data and first-principles perspective

You have experience of working with sales and wider commercial orgs and supporting them in the systems, data and business needs

You are ambitious and excited to join a team that wants to build for our next phase of growth!

What we offer

At Doctify we are committed to providing a truly memorable and transformative experience on your career journey. Some of our benefits, perks and ways of working include: (some benefits many very based on country or location)

Setting you up for success

Competitive compensation package

3 month Doctify & team-specific onboarding

Continuous learning sessions, training programmes and self-development ('Doctify's Healthcare Heroes', 'Learn from Leaders', soft-skills, career expertise, etc.)

Transparent internal mobility opportunities and career paths for professional hyper-growth

Pension scheme with employer contributions (Statutory - under review)

Holiday and Flexibility

23 days annual leave: 20 days leave + 3 days off between Christmas and New Year (plus bank holidays)

Remote-working

Enhanced Parental leave

Uniquely Doctify

Doctify Daily to come together as a team 15 minutes a day to share, connect and learn

Weekly Wellness Wednesday inspiration & quarterly wellness coaching (Nutrition workshops & cooking demos; guided meditation sessions; even tai chi and dynamic stretching!)

Monthly all-team events held virtually keeping you connected to the team across the globe

Monthly Impact Awards (People's choice to celebrate one another - you get a cool hoodie too!)

Quarterly team socials by region (Hosted by our ironically named Fun Police, always on the beat for a good time!)

Culture of meaningful connections join our sponsored team clubs & sports activities, as well as our Green Committee who are dedicated to making Doctify a better-for-the-world business Employee referral scheme £700 or the local equivalent for each successful employee referral hired

Our Commitment To Diversity, Equity, Inclusion & Belonging

Diversity, Equity, Inclusion and Belonging. They're more than just buzz-words for us. Our commitment to these values is steadfast and they are an integral part of how we create what is Uniquely Doctify in our ways of working, policies and processes, building our teams and ultimately, bringing our mission to life.

We are a global company with people from all around the world and we believe that different perspectives and an inclusive and fair environment will help generate better ideas, supporting us on our journey to being a force for good and improving patient care for all. We will always embrace uniqueness - so bring your whole self to Doctify!

More about Doctify

Doctify was launched in 2015 by Stephanie Eltz and Suman Saha, who met as trainee surgeons, to address the lack of a trusted or transparent online platform for patient reviews. While the likes of TripAdvisor, Trustpilot, and Glassdoor had enabled consumers around the world to search easily for verified feedback on products, services, and experiences, this model had yet to cut through in global healthcare.

We are a global healthcare review platform, empowering patients to make confident and informed decisions on their health and social care.

Backed by transatlantic venture capital firm, Beringea, leading European investment funds Amadeus Capital Partners, Keen Ventures as well as investors such as Sir John Hegarty (founder of Saatchi & Saatchi), and Tom Teichmann (early investor in Lastminute.com, Notonthehighstreet.com, Made.com and Simba Sleep).

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