

Business Analyst (Location Hong Kong)

Company Background:

Founded in 2015, Fano Labs is a spin-off from the University of Hong Kong specializing in developing speech recognition, speaker diarization, speaker verification, and natural language processing technologies for multilingual environments. Fano Labs is headquartered in Hong Kong Science Park with offices in Shenzhen and Singapore. From analysis to automation, our language AI solutions empower enterprises to drive operational efficiency in customer service, compliance, and various lines of business.

Fano Labs develops an award-winning AI Interaction Analytics Platform – Callinter. It enables enterprises to enhance their Automatic Quality Management and Sales Compliance processes. By analysing voice calls, emails and live chats, Callinter enables businesses to gain a holistic view of their customer interactions more efficiently and effectively. Callinter applies to sales compliance and risks detection; business insights and sales opportunity discovery, and churn detection. Our solutions have been widely adopted in 40+ banks and FSIs, telecom, utilities, government and public sectors.

For more information about our solutions and organisation, please visit www.fano.ai

Job Description:

- Learn and master product features and acts as application specialist to present our product values to clients
- Gather user requirements and translate them into actionable items for implementation
- Prepare project/ product document such as User requirement document, Use cases, User Manual, UAT Test Plan etc.
- Receive and manage clients' reported issues and provide initial investigation and response to the client
- Trouble shoot on issue by analyzing error log and keep track of issue status and follow up in well manner
- Work across multiple internal teams and external partners to ensure project success
- Offer professional user training and support to clients on our enterprise products
- Keen on learning, fast on picking up new technology and applying them in projects with practical deliverables

Requirements:

- Bachelor's degree in any relevant disciplines (Finance, Business Management, Project Management, Information System or Computer Science)
- Minimum 2+ years of experience as consultant/support role in application/software project delivery
- Sound knowledge on SaaS product, cloud/ on-premises hosting, project management approach and web/ app application is an advantage
- Excellent communication and presentation skills
- Fluent in English, Cantonese, and Mandarin
- Fresh graduate with passion in the digital industry will also be considered