

- **Job Title** : Retail Platform & Analytics Manager
- **Work Location** : Suwon City, South Korea (Samsung mobile HQ)
- **Team/Dept.** : Retail Team, Global Direct to Consumer (GDC) center
- **Division** : Mobile Communications Division

Position Summary

- Leading mobile's retail business analytics strategy by implementing a global standard retail platform across Samsung Experience Stores (SES) worldwide, analyzing sales/customers/staffs metrics, developing an integrated data management strategy with cross-functional teams, and enhancing retail operations with new retail solutions.

Responsibilities

- Assess current data flow and management practices across global retail touchpoints to identify opportunities for enhancement, and local needs.
- Communicate with HQ/subsidiary teams, and agencies to develop an optimized data collection and analysis strategy for overall retail and SES operations.
- Develop global retail platform strategy and manage implementation project with traditional and innovative industry solutions, such as O2O, to enhance store experience and improve data-driven retail operations.
- Define key KPI metrics, visualize on dashboards, and provide insights that can improve sales, reduce costs, and increase productivity of stores.

Qualifications and Requirements

- Strong analytical skills to understand the changing dynamics of the market to arrive at the implications to Samsung.
- Excellent speaking and writing skills to convey personal insights to the people within the organization.
- Strategic thinking skills to develop ways to increase our presence and gain share within the mobile markets.
- Qualifications and background
 - Bachelor's and/or Master's degree

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- Marketing or analytics or retail operations experience in the IT or retail industry
 - Self-motivated to execute and finish tasks without direct guidance

Preferred Skills and Experience

- Preferred Experience
 - Experience in retail data analysis through various internal/external systems
 - Experience in global business environment and IT/mobile industry
 - A highly analytical individual with a strong grasp of market data, competitive analysis, primary and secondary research.
 - Results-oriented with a positive “can-do” attitude and a strong desire to get things done with unrelenting attention to quality and detail.
- Required Skills
 - Language: Fluent in speaking/writing English
 - MS Excel, PPT above average

About Team/Dept.

- **GDC Center, Mobile Division**

Imagine what you could do here. Today, businesses around the world are using Samsung products to change how they engage and delight customers, and to empower them to work more creatively, collaboratively and productively than ever before. At the GDC (Global Direct to Consumer) center, great insights and ideas have a way of becoming outstanding products (online exclusives), services (O2O, Fintech, etc.), and customer experience (UI/UX) very quickly.

GDC center is leading SEC's worldwide DtC (Direct to Consumer) business, ensuring that we maximize our opportunities within the growing digital environment. We take charge of three key channels: (1) Samsung.com; (2) Pure player; (3) SES (Samsung Experience Store) branded retail network.