



**Position**  
**Business Analyst**

**Country**  
**Jakarta, Ho Chi Minh & Hyderabad (3 openings)**

**Company**

Flow is a one-stop, digital credit management company with the mission to promote ethical and responsible collection in Asia, through customer-centric operational processes integrated with artificial intelligence technologies.

We work with global banks, multi-financial institutions and enterprise companies to recover millions effectively. We understand the challenges both our clients and consumers face when it comes to debt collection and provide support at every stage of the collection lifecycle.

Backed by Dymon Asia, SIG and Digital Ventures, Flow is a leader in ethical, digital collections in Asia, disrupting a multibillion-dollar global industry in non-performing consumer loans. Headquartered in Singapore, we also have offices in the emerging markets of India, Indonesia, and Vietnam.

**Job Description**

Reporting to the Country Sales Director, the Business Analyst is responsible for strengthening Flow's partner relationships by analysing existing client portfolios and seeing what additional services and value proposition we can showcase to the partner. The Business Analyst will sit between Sales and Operations to ensure we can deliver all of Flow's capabilities in a seamless manner.

**Main Responsibilities**

- Analysing client portfolios in detail and providing regular updates of performance and potential improvement areas.
- Troubleshoot any technical difficulties/issues raised by partner in collaboration with operations.
- Increasing revenue from each partner by providing value added service.
- Increase Flow's visibility and brand recognition in the market.
- Stay updated on financial regulation and events and convert changes into opportunities.

**Is this you?**

The ideal candidate possesses hybrid talents of being quantitatively savvy along with good interpersonal and presentation skills. He/she is also a strategic thinker, analytical and results-oriented individual. He is team

oriented and is able to maximize the output of the resources at his availability.

**Qualifications and Experience**

- 1-2 years' experience in a quantitative/analytical role
- Good presentation skills
- Degree in Engineering, Economics, Business, Accounting or similar, from a reputable university.
- Knowledge of the CRM/debt collection industry will be considered an advantage.

To apply: [hr@flow-tech.ai](mailto:hr@flow-tech.ai)