



JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

**Customer Service Training and Quality Support
2 Days Training**



**Skills for Business
Intelligence Analyst and
Data Science Training
Course**

OVERVIEW



Business Intelligence and Data Science greatly influence today's companies, industries and cultures, and their ability to generate insights in this area. As such, having knowledge in these domains is crucial to your organization's success as well as to your own personal development.

This Business Intelligence Analyst and Data Science Certification Course will bring together the analytical tools and skills you can use to identify, explore and assess the challenges and prospects that business intelligence and data science can bring to your organization. You will discover how these trends can be addressed through sustainability-oriented innovation and real-world case studies. You will also learn essential data analytics ideologies such as systems thinking, multi-level perspectives and multidisciplinary methods and understand how to apply them to any particular obstacles that your organization may face.

This Business Intelligence Analyst and Data Science Certification Course program will also encourage you to focus on skills that have always been in demand, such as teamwork, cooperation with various stakeholders and responsibility for choices made using other methods of decision-making.

What does this 'Business Intelligence Analyst and Data Science Certification Course' consist of? This course will allow participants to work with real-life business intelligence and data science examples using easy-to-understand explanations, create engaging visualizations, take part in exercises, and share course notes and other materials. We guarantee to provide support whenever necessary to enhance your overall experience.



Course Objectives

Upon completing this Business Intelligence Analyst and Data Science Certification Course successfully, participants will be able to:

- Gather, organize, analyze and visualize data
- Use data for improved business decision-making
- Represent data as informational metrics, reports, dashboards, and KPIs
- Perform quantitative and qualitative business analysis
- Analyze current and historical data
- Find how to discover trends, market conditions, and perform competitor analysis using data
- Understand the fundamentals of data that leads to the science behind it
- Solve real-world business analysis tasks

TRAINING METHODOLOGY

This is an interactive Business Intelligence Analyst and Data Science training program and will consist of the following training approaches:

- Lectures
- Seminars & Presentations
- Group Discussions
- Assignments
- Case Studies & Functional Exercises
- Similar to all our courses, this program also follows the 'Do-Review-Learn-Apply' model.





Organisational Benefits

Companies who send in their employees to participate in this Business Intelligence Analyst and Data Science course can benefit in the following ways:

- Analyze case studies in this domain and be able to apply successful techniques in your organization
- Give your employees the ability to manage large data volumes using the latest tools
- Comprehend the principles and practice of business intelligence analytics and data science and the context in which this operates
- Give your employees the ability to analyze an immense volume of data in order to arrive at critical business insights that have a huge impact on your company's policy and marketing strategies
- Provide your workforce with flexible and cost-effective professional development opportunities

PERSONAL BENEFITS

Professionals who participate in this Business Intelligence Analyst and Data Science course can benefit in the following ways:

- Keep yourself updated with the latest industry trends in technology and use them to make better decisions at your workplace, thereby increasing your chance of success, and subsequently improving your credibility
- Recognize how to apply business intelligence analytics and data science across various industries
- Learn and work with business intelligence analytics and data science tools
- Study each of the major fields of business intelligence analytics and data science in an organized and logical manner
- Increase your demand as a professional with experience in business intelligence analytics and data science because most organizations are now looking for ways to exploit the power of data
- Obtain a certification in emerging concepts like business intelligence analytics and data science, that will show potential employers and professional peers that you are an individual who takes your career seriously



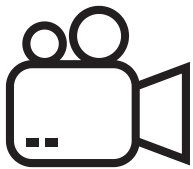


WHO IS THIS PROGRAMME FOR?

This Business Intelligence Analyst and Data Science course would be suitable for:

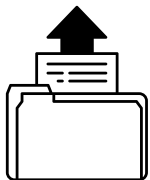
- Beginners to programming and data science
- Individuals enthusiastic about job prospects in the field of business intelligence or data science
- Applicants willing to boost their resume by learning how to combine knowledge with real-world issues
- Programmers who want to develop business reasoning to solve various business problems
- Anyone who is pursuing a career in Business Intelligence Analysis or Data Science

PROGRAMME HIGHLIGHTS

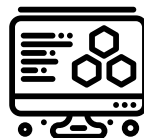


+60

**2+ Role Plays 5+ Real-World Case Studies 10+ Assignments/
Applications Pre-Recorded Video from JICSI with for self-
paced learning.**



**10+
Assignments/
Applications**



**5+
Real-World
Case Studies**



**2+
Role Plays**



LEARNING JOURNEY



MODULES

Module 1 : BASICS OF INSIGHT GENERATION

Module 2 : THE DIFFERENT DATA SCIENCE FIELDS

Module 3 : INTRODUCTION TO DATA AND DATA SCIENCE

Module 4 : COMMON DATA SCIENCE TECHNIQUES

Module 5 : COMMON DATA SCIENCE TOOLS

Module 6 : BASIC STATISTICS: FOUNDATIONS OF QUANTITATIVE INSIGHTS

Module 7 : THE NORMAL DISTRIBUTION AND HISTOGRAMS

Module 8 : DATA VISUALISATION

Module 9 : ADVANCED CHARTS AND DASHBOARDS

Module 10: DEMAND FORECASTING



CERTIFICATE

Upon successful completion of the programme, participants will be awarded a digital Certificate of Completion by Jakarta International Customer Service Institute (JICSI) and Customer Service Experience Association Indonesia (CSEAI)



ABOUT JAKARTA INTERNATIONAL CUSTOMER SERVICE INSTITUTE

Jakarta International Contact Center Institute adalah suatu lembaga pelatihan dan pengadaan sumber daya manusia yang berfokus pada customer service professional dan lembaga survey kepuasan pelanggan.

Kami berorientasi pada pelanggan dimana kepuasan pelanggan adalah tujuan keberadaan kami. Kami hadir untuk pelanggan. Adapapun JICSI berdiri secara legal pada Januari tahun 2021.

Professional Training

JICSI telah melatih lebih dari 2300 peserta dan telah bekerja di berbagai perusahaan dengan keahlian mereka yang sesuai dengan kebutuhan perusahaan

Recruitment Agency

Sebelum JICSI mengirimkan tenaga yang terampil sesuai dengan yang dibutuhkan oleh perusahaan, JICSI benar- benar telah melakukan pelatihan, pembinaan dan telah lolos seleksi test yang dilakukan oleh Rumah Karir JICSI

Survey Customer Satisfaction

JICSI memiliki Survei kepuasan pelanggan sebagai alat berharga yang dapat membantu bisnis untuk menemukan tingkat kepuasan pelanggan dan menciptakan loyalitas pelanggan.

Core Value



Respect.

Kami selalu menghargai perbedaan setiap orang dan mengajak pelanggan kami untuk selalu berpartisipasi untuk memberikan masukan demi meningkatnya kualitas layanan yang akan kami berikan kepada pelanggan kami.



Honesty.

Kami selalu menjunjung akan kebenaran dalam semua situasi dan selalu mengedepankan profesionalisme yang kami miliki.



Trust.

Kami percaya kepada orang lain dan menjaga kepercayaan yang diberikan kepada kami.



Integrity.

Kami melakukan apa yang kami katakan.



Our Service.

Customer Service Training
Manpower & Recruitment Customer Service Agency
Customer Satisfaction Survey

TESTIMONI



PT Indosat Ooredoo

Training Data Visualization

[Lihat Video >>](#)



PT Indosat Ooredoo

Training Certified Contact Center Manager (CCCM)

[Lihat Video >>](#)



PT Freeport Indonesia

Training Customer Service Professional HR Call Center

[Lihat Video >>](#)



OY! Indonesia

Training Contact Center Agent Professional

[Lihat Video >>](#)

MESSAGE FROM FOUNDER

Rudy HP Manullang ,Ph.D
Founder JICSI



Menjaga hubungan yang baik dengan pelanggan adalah bagian penting untuk sukses dalam dunia bisnis. Ikatan pelanggan yang kuat dibangun dan dipelihara melalui komunikasi yang baik. Ini karena membantu pelanggan dan perusahaan membangun kepercayaan satu sama lain.

Ketika seorang customer service berbicara dengan pelanggan secara langsung, jujur, dan terbuka, customer service tersebut telah menunjukkan bahwa Anda menghargai waktu pelanggan dan mengetahui apa yang dibutuhkan oleh pelanggan. Hal ini dapat membantu membangun hubungan yang baik, yang dapat menghasilkan lebih banyak pelanggan setia dan lebih banyak bisnis yang berulang.

Dengan aktive listening dapat menjaga hubungan baik dengan pelanggan dan membantu bisnis Anda mempertahankan pelanggan setia, menghasilkan lebih banyak uang, dan mendapatkan nama baik di pasar. Mendengarkan secara aktif adalah bagian penting dalam membangun hubungan baik dengan pelanggan.

Menurut Center for Creative Leadership, pemimpin yang andal dalam skill active listening cenderung mudah mendapat kepercayaan dan hormat dari bawahannya. Oleh sebab itu, keterampilan mendengar aktif patut Anda kembangkan demi menunjang rutinitas di lingkungan kerja dalam memberikan layanan yang baik kepada pelanggan

Pelanggan cenderung nyaman berbicara dengan orang yang memang mendengarkan cerita mereka, ini termasuk kebutuhan dan masalah yang tengah dialami. Pendengar yang aktif terbiasa mendengarkan hingga tuntas dan memahami konteks pembicaraan. Barulah mengambil kesimpulan berdasarkan apa yang telah dipahami. Melalui kebiasaan ini, pelanggan jadi betah dan nyaman berbicara mengenai keluhan kesah.

OUR CLIENT





**Jakarta International
Customer Service Institute**

Persyaratan

- Semua tingkat akademik diperbolehkan
- Pengalaman kerja
- Koneksi internet yang stabil (untuk peserta online)

Silahkan kirim berkas dokumen ke
email: **marketing@jicsi.co.id**

LOKASI

Kantor 1

JI Nusa Dua Blok A6 No.3 Perumahan
Citragran Cibubur

Kantor 2

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