# **Vietnam Jobs Expertini®**

## **Data Scientist (Analytics)**

# **Apply Now**

Company: Grab

Location: Vietnam

Category: computer-and-mathematical

### Life at Grab

At Grab, every Grabber is guided by The Grab Way, which spells out our mission, how we believe we can achieve it, and our operating principles - the 4Hs: Heart, Hunger, Honour and Humility. These principles guide and help us make decisions as we work to create economic empowerment for the people of Southeast Asia.

#### Get to know the Team

Grab Support (GS) Product Analytics (PA) team primarily supports the Grab Support product and eng team, and also the business org - which is the customer service arm for all issues consumers, drivers and merchants raise with Grab. Data Scientists (Analytics) are part of Grab Support Tech Family (GSTF). If you are looking for an intellectually stimulating and complex challenge, then you should join our team!

### Get to know the Role

We are looking for a Data Scientist (Analytics) to drive key analytical initiatives for the GS team at Grab. We care about deeply understanding how users experience the Support Products (Help Centre, Chatbots etc) and partner with Business, Product, Design, and Tech to focus on the right outcomes and feature set. We remain integral to the product development process from understanding user journeys with UX designers to hypothesis development, right through to post rollout optimization. We provide thought leadership and generate data-driven hypotheses to solve key Product and Business problems.

## The Day-to-Day Activities

Design, measure and recommend A/B tests and multivariate experiments on the platform,

including, but not limited to layout optimization, UI/UX efficacy, contextualization, algorithm effectiveness, API effectiveness, etc.,

Mine clickstream and transactional data to drive GS product metrics through a deep understanding of user behavior i.e. consumers, driver-partners, merchants, etc. Implement, own and manage all instrumentation for all feature releases within GSTF

Produce segmented views of our customers, merchants for our business, and product stakeholders to drive product iterations and improvements

Problem-solve with the right balance of rigor, technical complexity, and explainability, keeping in mind the practical constraints of our real-world business and operations.

Define and align with stakeholders on key metrics, design, and propose experimentation strategies.

Build and maintain self-serve solutions for stakeholder groups that are scalable and automated to handle a dynamic product environment

Develop and uphold best practices with respect to change management, documentation, and data protocols.

### The Must-Haves

For Data Scientist (Analytics): 1+ years experience working in data-related with Analytics experience and a strong business acumen, preferably in the e-commerce or internet industry.

Strong data visualization and storytelling skills. Experience in creating dashboards using Tableau and other visualization tools. Knowledge of Azure toolstack (Databricks, PowerBI, Azure Data Explorer) will be a plus.

Fluent with SQL, Python, R or other scripting/programming languages for problem-solving. Experienced with working with very large datasets.

Ability to deliver on tight timelines and move quickly with cross-functional teams to partner or lead decision-making while maintaining a high attention to detail.

Self-starter, principled, and driven to do the right thing for an organization. Able to operate very

independently with a high degree of ambiguity; a person who enjoys and learns from experimentation.

Quantitative discipline with strong business sense and ability to articulate complex analyses results to a wide range of audiences, and translate these to actionable business insights.

Primarily driven by quantitative outcome for all decision making.

Strong statistical knowledge with hands-on experience running and analyzing controlled experiments will be a plus.

## **Our Commitment**

We are committed to building diverse teams and creating an inclusive workplace that enables all Grabbers to perform at their best, regardless of nationality, ethnicity, religion, age, gender identity or sexual orientation and other attributes that make each Grabber unique.

# **Apply Now**

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