



Customer Insight Analyst

From insights to action – we are looking for two Senior Customer Insight Analysts with complementary strengths to join our Nordic Customer Insights team in Nordea's Group Brand, Communication and Marketing (GBCM) organization.

Are you eager to drive customer-centric decision making? Do you get excited when turning complex business challenges into clear research objectives, robust survey designs, actionable insights and simple visualisations? Do you enjoy working with large survey data sets and improving how insights are produced through reproducible workflows, automation, survey tools, dashboards and responsible use of AI? We are looking for two Senior Customer Insight Analysts to strengthen our recurring and ad-hoc customer insight work across the Nordic markets.

We are hiring one permanent Senior Customer Insight Analyst and one temporary Senior Customer Insight Analyst for 2 years with a possibility of it turning into a permanent position.

About our team

Welcome to Customer Insights in Nordea's Group Brand, Communication and Marketing (GBCM) organization. We are a Nordic team working across all four countries to keep the customer voice at the core of business decision-making. We deliver customer insights based on qualitative and quantitative research, survey methods, recurring studies, dashboards and business collaboration. The team is also responsible for delivering overall key performance indicators of customer satisfaction (Customer Experience Survey) and brand perception (Brand Tracker).

You'll join a team driven by curiosity and exploration, with team members from a broad range of academic backgrounds. All of us have a keen interest in learning new methods, using new technology and building upon each other's areas of specialization.

Collaboration. Ownership. Passion. Courage. These are the values that guide us in how we work and how we make decisions – and that we imagine you share with us.

What you'll be doing:

- Turn business challenges and stakeholder needs into clear research objectives, survey designs and insight plans
- Execute quantitative research projects and run recurring customer surveys across the Nordic markets
- Design, implement and test surveys, reporting flows and dashboards in our survey tools
- Connect survey findings with other insight sources, such as qualitative insights, desk research and market knowledge
- Apply and further develop survey methodology, including sampling, weighting, segmentation, KPI tracking and, where relevant, driver or impact analysis.
- Develop and improve reproducible analytical workflows for recurring surveys, including data cleaning, quality checks, weighting, reporting outputs and documentation.
- Improve methods, data outputs, processes and automation opportunities, including responsible use of AI for analysis, reporting, quality assurance and knowledge sharing
- Transform findings into tangible business insights, simple visualizations and clear recommendations for key stakeholders

In this role, you will help Nordea make better customer-led decisions by turning high-quality insights into clear recommendations, scalable knowledge and practical actions for the business.

Both positions can be based in Oslo, Stockholm, Helsinki or Copenhagen.

Who you are

Across the two roles, we are especially interested in complementary strengths: one profile may be stronger in stakeholder dialogue, research design and insight communication, while another may be stronger in survey operations, quantitative methods, data processing, automation, dashboards or AI-supported text analysis. Please then be open on where you see your strengths and interests.

To succeed in this role, we believe that you:

- Are more interested in what the numbers tell you than the numbers themselves, and can translate data into actionable insights and business recommendations
- Enjoy working close to the business and can turn stakeholder needs into relevant research and decision support
- Have a technical and numerical mindset with strong attention to detail, while keeping focus on the overall goals
- Are curious, efficient minded and constantly look for ways to improve methods, processes and deliveries
- Are interested in using AI responsibly to improve insight work, analysis, reporting and communication
- Collaborate well, build relations professionally and communicate insights clearly to different audiences

Your background and skills include:

- Proven experience with quantitative research methods, including conducting and analyzing surveys
- Experience with stakeholder dialogue, business problem framing and translating insights into clear recommendations
- Strong ability to communicate findings clearly to different audiences
- Fluency in a Nordic language and strong English skills.

It would be ideal if you also...

- Have experience with Qualtrics, survey programming, integrations, automated reporting, dashboards or recurring survey production workflows
- Have experience with R or another statistical programming language, especially for survey data processing, automation, quality assurance or reporting
- Have knowledge of statistical methods for survey data, including sampling, weighting, segmentation, significance testing, driver analysis or working with large-scale recurring survey data
- Have hands-on experience with AI tools, automation, AI-supported analysis or content analysis of open comments, including theme development, tagging, validation or trend reporting

What we offer

People come here when they want to get somewhere. For some, it's to take their career to the next level. For others, it's to break new ground within their area of expertise – in other words, with us, you will always move forward.

A culture that fosters performance and growth in one of the largest Nordic banks, offering various opportunities to evolve, develop and learn from brilliant colleagues with diverse backgrounds in a vibrant working environment.

Hybrid working model – we believe in the value of bringing people together and at the same time we embrace the freedom of flexibility.

Diversity and inclusion are a natural part of our daily work. We know that an inclusive workplace is a sustainable one. We genuinely believe that our diverse backgrounds, experiences, characteristics and traits make us stronger together. Every day we strive to find new ways to improve diversity and inclusion within our community e.g. we have signed the European Diversity Charters in the countries where we operate to show our commitment and engage with others to continue learning and improving.

If this sounds like you, get in touch!

Next steps

Submit your application no later than 11/11/2026. Please be aware that any applications or CVs coming through email or direct messages will not be accepted or considered. For more information, you're welcome to contact recruiting manager Ingvild Østvold by either email (Ingvild.ostvold@nordea.com). Please submit your application in English.

Please note that due to the summer period we will start review applications after the 16th of August, you can expect a slight delay in response. Thanks for your understanding!

We enable dreams and aspirations for a greater good.

We build relationships. We add a personal touch to everything we do – when advising our customers, collaborating with colleagues, and meeting our potential candidates.

We learn and develop. We take pride in being experts and thinking ahead. We use our expertise to meet our customers' needs, from the simplest to the most complex. We bring a growth mindset to our work that enables us to focus on a broader perspective in our daily challenges.

We lead change. We are responsible and aware of the impact of our decisions, both for our customers and for our local and global communities. Mindful of our responsibility towards current and future generations, we have made sustainability an integrated part of our business strategy.

We are Nordea. We have a 200-year history of supporting and growing the Nordic economies and our values are deeply rooted in these open, progressive and collaborative societies. As one of the biggest employers in the Nordics, Poland

and Estonia, you have excellent opportunities to evolve, develop and move forward with us.

For candidates in Sweden: For union information, please contact finansforbundet@nordea.se or SACONordea@nordea.com.

Nordea

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Ansøgningsfrist

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Kontaktperson

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