

# Salesforce Operation & Rollout Lead

## Your tasks

We are seeking an experienced CRM IT Operations Lead to be part of our team, to lead and manage our service department for ensuring efficient service delivery and customer satisfaction. As the IT Operations Lead of our CRM solutions, you will also be the IT Rollout Lead for our ongoing Customer Engagement Program. You will drive and ensure successful and seamless rollout across the globe while assisting our Implementation Lead for Product Increment (PI) planning together.

## Key Responsibilities

### CRM IT Operations Lead

- Collaborate with other team(s) to develop and implement service strategies to increase customer satisfaction and enhance customer experience, while meeting service objectives.
- Proactively identify opportunities for service improvement, recommending and implementing process enhancements to drive continuous improvement.
- Manage external and internal consultants to foster a high-performance and customer-centric culture during incident support, while ensuring consistent and efficient service delivery.
- Ensure timely and accurate completion of service requests/work orders (incl. proper/accurate documentation).
- Monitor service metrics such as response time and resolution rate, and analyzing customer feedback to identify areas for improvement and implement corrective actions.
- Prepare and present regular reports to senior management and stakeholders on service performance, key metrics and improvement initiatives.
- Lead and/or facilitate meetings where required
- Act as a point of escalation for complex customer issues, demonstrating good problem-solving skills and resolving conflicts in a professional and effective manner.
- Stay updated on industry trends and best practices and continuously seek opportunities to enhance knowledge and skills.

### IT Rollout Lead

- Plan, manage, and maintain the project plan for IT rollout activities.
- Collaborate with Global Rollout Lead to develop and implement rollout strategies.
- Oversee the IT activities such as integration and migration activities, localization deployment, etc, together with Rollout Team.
- Lead and/or facilitate meetings where required
- Manage post-implementation support (hypercure) and maintenance after each market rollout.
- Assist Implementation Lead to coordinate and facilitate PI Planning activities (resource and capacity planning, product backlog planning, and sprint planning)



Job ID  
**REF56594K**

Location  
**Petaling Jaya**

Leadership level  
**Leading Self**

Job flexibility  
**Hybrid Job**

Legal Entity  
**Continental Tyre PJ Malaysia Sdn. Bhd.**

## Your profile

- A degree in Information Technology, Computer Science, or a related field that provides a solid foundation for understanding.
- Minimum 5 years of CRM experience with a focus on Sales, Service and Marketing domains.
- Proven project management experience.
- Skilled in managing the project with Agile or SAFe Agile Methodology.
- Capable of handling multiple priorities in a fast-paced setting.
- Excellent leadership and communication abilities.
- SAP CRM and/or Salesforce knowledge will be an added advantage.
- Excellent communication and interpersonal skills, with the ability to build rapport and maintain positive relationships with people of all levels.
- Proficient in both verbal and written English. Mandarin not mandatory but added advantage.

## Our offer

Continental Tires is a global leader in tire manufacturing with a strong focus on innovation and sustainability. We have a dynamic and collaborative work environment that values teamwork and professional development. We offer competitive compensation and benefits packages to our employees.

## What We Offer

Being part of a global IT team of thousands of colleagues working on various innovations and tasks, there is always an opportunity to grow and move into different directions within our corporation.

On top of that you can expect the following benefits:

- Performance bonus
- Casual leave with pay (e.g. paternity leave, marriage of your children)
- Employee discounts on tire purchase
- Life Insurance
- Medical coverage for your spouse and children, incl. general, optical and dental health.
- Interest free car loan and housing loan interest subsidy

#LI-RY1

Ready to drive with Continental? Take the first step and fill in the online application.

## About us

Continental develops pioneering technologies and services for sustainable and connected mobility of people and their goods. Founded in 1871, the technology company offers safe, efficient, intelligent and affordable solutions for vehicles, machines, traffic and transportation. In 2021, Continental generated sales of €33.8 billion and currently employs more than 190,000 people in 58 countries and markets. On

October 8, 2021, the company celebrated its 150th anniversary.