

Sales Operations Analyst (Senior)

Your tasks

About the Position

We are looking for a Senior Sales Operations Analyst to support our team in planning, execution, and continuous process improvement.

This position will play a strategic role in data analysis, tool optimization, and sales team support, ensuring efficiency, scalability, and excellence in customer service.

Main Responsibilities

- Develop and maintain performance reports and monitoring dashboards.
- Support the definition and updating of processes, ensuring standardization and proper documentation.
- Automate processes to optimize data collection and processing.
- Manage orders, supporting the sales team and maintaining contact with internal and external customers.
- Ensure the quality of customer master data for proper system functionality.
- Participate in fairs and events when necessary.
- Contribute to continuous improvement projects in systems and data analysis tools.
- Support the sales team's training on processes and tools.
- Analyze data to identify trends, bottlenecks, and improvement opportunities.
- Manage key performance indicators (KPIs), monitoring and updating them.
- Support leadership with information for meetings, presentations, and strategic decisions.

Your profile

Mandatory Requirements

- Bachelor's degree in Business Administration or related fields.
- Advanced/Fluent English for interaction in a multinational environment.
- Experience in customer or supplier service/negotiations.
- Ability to generate reports, analyses, and recommendations to support strategic decisions.
- Experience with data analysis and automation projects for implementing improvements

Desired Requirements

- Intermediate or advanced Spanish.
- Knowledge of Zendesk or other customer support platforms.



Job ID

REF89259L

Location

Jundiaí

Leadership level

Leading Self

Job flexibility

Hybrid Job

Legal Entity

Continental do Brasil Produtos Automotivos Ltda.

- Knowledge of SAP.

Desired Profile

- Innovation-oriented.
- Analytical skills and critical thinking.
- Ability to work under pressure and tight deadlines.
- Organization, flexibility, and focus on operational efficiency.
- Negotiation techniques.
- Good interpersonal communication and ability to translate data into insights.
- Ability to work with different areas and speak in public.
- Proactivity, continuous improvement mindset, and results orientation.

Differential: During the selection process, candidates will be asked to present examples of continuous improvement initiatives or projects they have been involved in, highlighting the identified problem, the actions implemented, and the results achieved

Our offer

Homeoffice considered / hybrid

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About us

Continental develops pioneering technologies and services for the sustainable and connected mobility of people and their goods. Founded in 1871, the technology company provides safe, efficient, smart and affordable solutions for vehicles, machinery, 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. With its premium portfolio of the division of cars, trucks, buses, two-wheelers and special tires, the Tires sector of the group provides innovative solutions in the area of tire technology. Smart products and services related to tires and the promotion of sustainability complete the product portfolio. For specialized dealers and fleet managers, the Tires sector offers digital tire monitoring and management systems, in addition to other services, with the objective of guaranteeing the operation of fleets and increasing their efficiency. With the supplied tires, Continental makes a significant contribution to safe, efficient and environmentally friendly mobility.

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