

Intelligent Automation Engineer - Tires

Jūsų užduotys

- Analyze end-to-end customer service processes to identify inefficiencies, bottlenecks, and automation opportunities;
- Collaborate with stakeholders to redesign workflows that reduce manual effort and improve service level;
- Design and develop automation solutions using tools such as RPA, UiPath, Automation Anywhere, Power Automate and other environment, such as C#, PHP, JavaScript, jQuery, Python, SQL (MySQL, MS SQL Server databases), WAMP system architecture, and Git.), low-code platforms, and AI-driven technologies. Develops architectural designs that integrate various platforms, databases and infrastructure.
- Develops applications to increase the efficiency and effectiveness of local processes across EMEA CODs.
- Develop and maintain automation roadmaps aligned with business goals and customer service KPIs;
- Carries out activities in accordance with implementation processes, ensuring correct use of development, testing, and production environments. After development activities, creates and updates user and technical manuals.
- Manages the maintenance of developed applications both reactively (responding to user requests) and proactively (updating/optimizing applications when needed).
- Establish metrics to track the performance and usage of automated processes and identify areas for further enhancement. Works with relevant users to clarify business needs that may lead to the development of application solutions.
- Performs functional analysis of the business processes affected by the applications to be developed, actively assisting with the writing of business requirements, change requirements, and test books.
- Support change management initiatives by documenting processes, training the organization, and promoting adoption of new tools and workflows.
- Intelligent automation, integrate AI capabilities into automation workflows.
- Use AI-builders to extend automation beyond rule-based logic.
- Set up generative AI to support COD colleagues' learning and information searching

Reikalavimai

- Bachelor in IT, economics or similar;
- 5+ years professional experience in automatization and/or RPA, AI applications, proven experience in managing systems that support business operation and customer interaction;
- Experiences in working in projects, including planning, execution and delivery, strong ability to analyze data and generate actionable



Darbo ID
REF92219Z

Darbo sritis
Rinkodara ir pardavimas

Vieta
Timișoara

Lyderystės lygis
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Darbo laiko lankstumas
Hybrid Job

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insights;

- English - B2 level;
- Office 365;
- Worked in international teams, excellent interpersonal and communication skills for effective collaboration with stakeholders.

Mes siŭlome

What we offer:

- 13th salary
- Performance bonus
- Christmas & Easter bonus
- Seniority bonus
- Flexible working time;
- Home office;
- Competitive salaries & benefits;
- Health & wellness (Life Assurance, Private Health and Dental Insurance, Sport activities, Canteen, 24/7 Helpline with Psychologists etc.);
- Different discounts (tires, glasses, medical, shopping, etc.)
- Relocation bonus for non-Timisoara Residents
- Professional development opportunities (in Technical and Leadership Areas);
- International Work Environment & Traveling Opportunities.

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Apie mus

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