

COD Business Development Automatization Specialist - Tires

Descrição da função

- 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 implement automation solutions using tools such as RPA (e.g., UiPath, Automation Anywhere), low-code platforms, and AI-driven technologies;
- Develop and maintain automation roadmaps aligned with business goals and customer service KPIs;
- Support change management initiatives by documenting processes, training the organization, and promoting adoption of new tools and workflows;
- Align with customer service desk representatives to ensure solutions meet operational needs;
- Establish metrics to track the performance of automated processes and identify areas for further enhancement;
- Stay current with emerging technologies and best practices in customer service automation.

Requisitos

- Bachelor in IT, economics or similar;
- 1-3 professional experiences 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 insights;
- English - B2 level;
- Office 365;
- Worked in international teams, excellent interpersonal and communication skills for effective collaboration with stakeholders.

O que oferecemos

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



Identificação da vaga
REF92219Z

Área funcional
Marketing and Sales

Local
Timișoara

Nível de liderança
Leading Self

Modalidade de trabalho
Hybrid Job

Pessoa jurídica
S.C. Continental Automotive Products S.R.L.

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.

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

Quem somos

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 2024, Continental generated sales of €39.7 billion and currently employs around 190,000 people in 55 countries and markets.

With its premium portfolio in the car, truck, bus, two-wheel and specialty tire segment, the Tires group sector stands for innovative solutions in tire technology. Intelligent products and services related to tires and the promotion of sustainability complete the product portfolio. For specialist dealers and fleet management, Tires offers digital tire monitoring and tire management systems, in addition to other services, with the aim of keeping fleets mobile and increasing their efficiency. With its tires, Continental makes a significant contribution to safe, efficient and environmentally friendly mobility.