

# Sales Operations Analyst

## 工作职责

### About the Position

We are looking for a 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.

## 职位要求

### Mandatory Requirements

- Bachelor's degree in Business Administration or related fields.
- Experience in customer or supplier service/negotiations.
- Intermediate or advanced English

### Desired Requirements

- Intermediate or advanced Spanish.
- Knowledge of Zendesk or other customer support platforms.
- Knowledge of SAP.
- Ability to generate reports, analyses, and recommendations to support strategic decisions.
- Experience with data analysis and automation projects for implementing improvements



职位号码

**REF93503R**

所在地

**Jundiaí**

领导力级别

个人贡献者

工作场所灵活度

混合式办公

法律实体名称

**Continental do Brasil Produtos Automotivos Ltda.**

## 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

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关于我们

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