

Data Analyst - Technical Customer Services EMEA

Your tasks

As Data Analyst - Technical Customer Services (TCS) EMEA this will be your key responsibilities:

- Analyze large datasets to identify trends in product performance, design dashboards, and support algorithm development for forecasting;
- Ensure data integrity and contribute to data standards development across systems;
- Act as a point of contact for analyzing product performance data across BA EMEA, collaborating with R&D, Quality, Central TCS, and other key stakeholders;
- Support the definition and coordination of training content based on customer needs and internal requirements, collaborating with Tire Academy EMEA;
- Develop technical documentation and communication materials to support internal and external stakeholders throughout the customer journey;
- Provide support to local TCS teams, coordinating training and coaching activities for key TCS roles and other stakeholders.

Your profile

- University degree in Engineering, Business Administration, Natural Sciences, or other related field;
- Data analysis and reporting (Python, SQL, Power BI, Excel, etc.);
- Tire experience (e.g., R&D, Manufacturing, TCS), is a plus;
- Training experience highly appreciated;
- Experience leading projects with regional or global scope;
- Experience working in intercultural, interdisciplinary and virtual teams;
- Proficient English language skills (verbal and written).

Our offer

Our offer:

- Integration in a challenging and international work environment;
- Flexible working model;
- Collaborative working style;
- Continuous opportunities for the promotion of talent and training.

We are committed to fostering a workplace where everyone feels safe, respected, and valued. All kind of applications are welcome.

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



Job ID
REF94293X

Field of work
Marketing and Sales

Location
Lousado

Leadership level
Leading Self

Job flexibility
Hybrid Job

Legal Entity
**Continental Solution Center
Portugal, Unipessoal, LDA.**

About us

Continental is a leading tire manufacturer and industry specialist. Founded in 1871, the company generated sales of €39.7 billion in 2024 and currently employs around 95,000 people in 54 countries and markets.

Tire solutions from the Tires group sector make mobility safer, smarter, and more sustainable. Its premium portfolio encompasses car, truck, bus, two-wheel, and specialty tires as well as smart solutions and services for fleets and tire retailers. Continental has been delivering top performance for more than 150 years and is one of the world's largest tire manufacturers. In fiscal 2024, the Tires group sector generated sales of 13.9 billion euros. Continental's tire division employs more than 57,000 people worldwide and has 20 production and 16 development sites.