

Field Engineer - Tires

Your tasks

The Field Engineer is responsible for driving technical field performance and customer value creation by analyzing fleet operations, optimizing tire usage, and delivering actionable insights. This role acts as a technical consultant between customers (fleets) and Continental, ensuring performance improvement, cost optimization, and customer satisfaction through data-driven decisions.

Key Responsibilities

1. Fleet Analysis & Profiling

- Collect, analyze, and update fleet data to build and maintain accurate Fleet Profiles
- Identify operational needs, consumption patterns, mileage, and improvement opportunities
- Maintain and update fleet information in internal tools and databases

2. Field Inspections & Technical Analysis

- Conduct on-site tire inspections and performance evaluations (PPMo program)
- Analyze cost per kilometer, projected mileage, and product performance versus competitors
- Perform scrap analysis to identify failure causes and improvement actions

3. Operational Optimization

- Evaluate fleet operations including load, pressure, application, and usage conditions
- Identify gaps in maintenance practices and recommend improvements
- Provide technical recommendations to maximize tire life and operational efficiency

4. Customer Consulting & Technical Support

- Act as a technical advisor to fleets and distributors
- Provide guidance on product portfolio, application, benchmarking, and performance
- Deliver trainings and support customer development initiatives

5. Warranty & Issue Resolution

- Manage and follow up warranty claims
- Ensure proper application of warranty policies and resolution of customer issues
- Maintain strong follow-up and communication with stakeholders

6. Action Plans & Value Generation



Job ID
REF97298V

Field of work
Engineering

Location
Santiago de Querétaro

Leadership level
Leading Self

Job flexibility
Hybrid Job

Contact
Azael Terrones

Legal Entity
Continental Tire de México, S. de R.L. de C.V.

- Develop and implement action plans to improve fleet performance and reduce costs
- Present results and value propositions to decision-makers
- Demonstrate the impact and value of Continental products through data-driven insights

7. Relationship Management & Follow-up

- Act as the main link between fleets, distributors, and internal teams
- Monitor performance, track improvements, and ensure continuous follow-up
- Build long-term relationships with customers based on trust and results

8. Systems & Reporting

- Use tools such as SAP, Excel, and internal platforms for tracking and reporting
- Ensure proper documentation of visits, activities, and results
- Monitor KPIs and contribute to business analytics

Your profile

Education & Experience

- Bachelor's degree in Engineering, Automotive, or Technical Career
- English level: Intermediate.
- Available to travel
- Relevant field experience in technical service, fleet management, or similar
- Experience working with customers and managing technical relationships

Technical Skills

- Strong technical knowledge of tires and field inspection practices (desired)
- Data analysis and interpretation skills
- Proficiency in Excel and PowerPoint
- Knowledge of SAP and operational systems
- Understanding of product application, benchmarking, and performance analysis (desired)

Core Competencies

- Analytical thinking and problem-solving
- Customer orientation and consulting mindset
- Effective communication and influencing skills
- Planning and organization
- Ability to work independently in field environments
- Continuous improvement mindset

Our offer

En Continental estamos comprometidos con la construcción de un ecosistema incluyente y libre de discriminación en México, estos principios se encuentran asentados en nuestra filosofía y cultura

corporativa. Por lo cual, queda totalmente prohibido solicitar prueba de embarazo o VIH como parte de nuestros procesos de selección.

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

About us

Continental desarrolla tecnologías y servicios vanguardistas para la movilidad sostenible e interconectada de personas y bienes. Fundada en 1871, la empresa de tecnología ofrece soluciones seguras, eficientes, inteligentes y asequibles para vehículos, máquinas, tráfico y transporte. En 2022, Continental generó ventas por 39 400 millones de euros y actualmente emplea a unas 200 000 personas en 57 países y mercados.