

# Field Engineer - Tires

## 工作职责

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



职位号码

**REF97298V**

工作职能

工程

所在地

克雷塔罗

领导力级别

个人贡献者

工作场所灵活度

混合式办公

招聘专员

**Azael Terrones**

法律实体名称

**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

## 职位要求

### 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

## 我们可以提供

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 comparte de nuestros procesos de selección.

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关于我们

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.