

Compliance Data Analytics and Tool Specialist

Descrição da função

We are looking for a Compliance Data Analytics and Tool Specialist to support Compliance teams (Compliance Program, Export Compliance, Corporate Compliance) with operational tasks. The role contributes to data transparency and continuous improvement by tracking operational performance, supporting reporting and analytics. It also ensures efficient and standardized administration of compliance tools by managing user access, handling tickets, and maintaining high data quality within defined processes and SLAs.

Key Responsibilities

Data Analytics

Prepare and maintain high-quality datasets by performing data gathering, data cleaning, validation, and structured data lookups, ensuring accuracy and consistency for analysis and reporting.

Conduct structured data analysis using established tools (esp. Excel and Power BI) and develop insightful reports and dashboards

User & Access Management

Create, modify and deactivate users across tools (Dragonfly, KYBP, EQS Integrity)

Execute role assignments based on predefined role concepts and approved access requests

Maintain user master data (correct incomplete or inconsistent entries, ensure data quality in systems)

Ticket Administration

Central intake of all tool-related tickets, ticket classification and prioritization

Handling of access requests, technical issues and user inquiries

Coordination with IT/3rd-level-support and Compliance Program team for escalations including status updates to requestors and internal stakeholders

Ensure transparency (ticket progress, expected resolution timelines)

Escalation Handling

Identification and escalation of complex cases, non-standard scenarios, policy deviations



Identificação da vaga
REF978480

Local
Taguig City

Nível de liderança
Leading Self

Modalidade de trabalho
Hybrid Job

Pessoa jurídica
**Continental Tires Manila
Business Services Inc.**

Requisitos

- Bachelor's degree holder in Business, Information Systems/IT, Risk & Compliance or comparable qualification
- 2-4 years of experience as Data Analyst, IT support or system administration
- Expert knowledge of Power BI and Excel
- Advanced knowledge in interacting with international users
- Proficient in using Office 365 applications
- Interest in engaging with Compliance-related topics is desirable
- Functional experience in user and access management processes, handling tickets/incidents and service requests is a plus
- Work with international teams on process improvements, development of KPI and other quality measures
- Able to facilitate team meetings to share best practices, lead process improvement initiative
- Experience in working with international teams
- Understanding of different cultures
- **Willing to work mid shift schedule**, depending on business needs.

O que oferecemos

- Hybrid work setup
- HMO upon hire
- Values-based culture
- Learning Opportunities
- Ready to drive with Continental? Take the first step and fill in the online application.

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Quem somos

Continental is a leading tire manufacturer and industry specialist that develops and produces sustainable, safe and convenient solutions for automotive manufacturers as well as industrial and end customers worldwide. Founded in 1871, the company generated sales of €19.7 billion in 2025, and the Continental team is made up of 92,653 employees at 336 locations for production, research and development, and administration in 54 countries and markets.

Today, we are one of the world's key suppliers for mobility. With the experience we have gained over 150 years and our expertise across the company, we will continue to set the technological benchmark and play a leading role in shaping the transformation in the automotive industry.

Continental Tires Manila Business Services Inc., an entity under the Continental group of companies, headquartered in Hannover, Germany, is a strategic shared services center offering centralized, standardized, and technology-enabled business support. It will perform back-office support services and business process outsource services such as, human resources, finance and accounting, procurement and supply chain administration, customer service, master data, compliance

management and information technology, to its foreign operating entities situated outside of the Philippines, through knowledge-based and computer-enabled technology. We collaborate with partners to deliver high-quality, end-to-end solutions that drive growth and transformation.