



Goodyear is one of the world's largest tire companies. It employs about 72,000 people and manufactures its products in 49 facilities in 22 countries around the world. Its two Innovation Centers in Akron, Ohio and Colmar-Berg, Luxembourg strive to develop state-of-the-art products and services that set the technology and performance standard for the industry. For more information about Goodyear and its products, go to [www.goodyear.com/corporate](http://www.goodyear.com/corporate).

***Do you want to be a part of a team based in Colmar-Berg working in a fast paced, world class organization, driven by leading edge technology? ... if the answer is yes, then we have just the job for you...***



## Senior Service Analyst - Proactive Solutions (m/f)

### The opportunity:

We are looking for **Senior Service Analyst - Proactive Solutions** to join our team in Luxembourg. On this position you will:

- Be responsible for seamless service delivery and value creation to the customers, after contract is signed.
- Contribute to the continuous improvement of service delivery processes, procedures, tools and solutions.
- Monitor and analyze service availability & deliverables and coordinate improvement opportunities to help customers increase value.
- Prepare impactful documentation and enable sales for upsell opportunities for existing fleet customers and test opportunities for prospect customers.
- Assure proper documentation of processes & procedures and archiving in documentation library.
- Identify and implement process & procedure improvements and automation solutions for Service Delivery.
- Coordinate service delivery activities with customers and external service partners.
- Coordinate monthly customer billing with back-office team.

### To join our team, you'll need:

#### Your Education:

Bachelor's Degree in Business/Economics, Computer science, Engineering

#### Your Languages:

Fluent in English and German. Any other language is an asset.

#### Your Experience

- 3-5 years experience in customer service delivery
- Strong working knowledge of IT tools and data analytics / mining
- Proficiency in project management including time management and prioritization capability
- Ability to develop action plans
- Proficiency with data mining
- Capabilities in SOP development and management
- Ability to develop and deliver action plans
- Capabilities in Standard Operating Procedures development and management

#### Skills :

- Proactive and customer-focused
- Excellent problem-solving skills and analytical capabilities
- Accurate and structured
- Strong communication & presentation skills
- Willingness to develop knowledge and disseminate
- Able to work in different database environments (SAP, EDW, Cloud...)
- Ability to work autonomously and as part of a team

**Are you looking for an opportunity to join a company that has a long history and an exciting future?** A place where you can grow within an international organization? A role where you will contribute to increasing the innovation, safety and sustainability of the tires that drivers across EMEA rely on every day?

**To find out more and to apply,**  
visit our career portal and post your CV!  
[http://www.goodyear.eu/corporate\\_emea/career/](http://www.goodyear.eu/corporate_emea/career/)



**DRIVE ON**  
PERFORMANCE DRIVEN CAREERS