



## WHAT MAY BE YOUR ROLE IN OUR COMPANY

Teleperformance Portugal is part of the Teleperformance group, worldwide leader in Customer Experience Management and shared services for international markets. With our team of 5.000 employees we are providing services to around 56 countries in 28 different languages.

In 2015, Teleperformance Portugal is considered for the sixth time the best company to work for in Portugal by the Great Place to Work Institute. Furthermore, we were awarded for the second time by Exame Magazine as one of the best companies to work for in Portugal and the best company within our sector.

Our team is characterized by its versatility and internationality. Our employees from around the world bring in a wide variety of experiences and skills.

Our company focuses highly on teamwork and familiarity between the people. This is how we transform passion into excellence.

As a young, dynamic team, we are committed to the success of our partners and dedicated to provide an outstanding performance for the customers to every extent.

Join us! Be part of a multicultural environment.

Teleperformance has got a unique operations management system. Based on a global surveillance team or either in specific operations working directly with clients we count on high potential professionals that are able to perform at a global level and have total insight on the company's business portfolio.

Here are some of the opportunities we have to offer to you:

### **Real Time Manager**

The Real Time Manager monitors the contact center activity levels and performance data in real time, proving support to Team Project Managers by identifying and suggesting more efficient management solutions.

With a direct relation with the Operations Management Team, the RTM compares forecast with actual results to examine variances, providing performance analysis to ensure accurate, timely reporting to support business decisions and offer innovative solutions.

To who has:

- Background in Engineering or related fields;
- Fluency in Portuguese/English/French;
- Ability to manage massive volumes of information.



### **Planning Analyst**

Our Planning Analysts are responsible for guaranteeing the right balance between workload and staffing in our contact center operations, on a medium/long term perspective. These professionals combine a strong analytical mindset with an ability to constantly interact with business managers, generating and delivering workforce management reports and forecasts to Operations Management Team. These professionals have the opportunity to manage a team composed of real time analysts in a medium term period.

To who has:

- Background in Engineering, Management, Mathematics, Statistics or related fields;
- Fluency in Portuguese/English/French;
- Previous experience in a similar role.

### **Forecast Analyst**

The Forecast Analyst role aims for professionals with high analytical skills and a taste for development projects.

This professional is responsible for developing and updating complex forecasting models by analyzing data to quantify anticipated capacity needs and new programs launch. The Forecast Analyst is also in charge of working on operational projects as required (mainly in optimization initiatives), participating in cross-company and cross-functional projects to create transformational, improvement in forecast accuracy and process efficiency.

To who has:

- Background in Applied Mathematics or Operations Research with high programming capabilities;
- Verbal and written fluency in English;
- Advanced Microsoft skills (especially Excel) and SQL knowledge.

### **Pricing Analyst**

Our Pricing Analysts are responsible for providing regular and ad hoc pricing analysis and reporting for management, as well as working with Business Units to develop and implement pricing strategies for various markets and channels.

These professionals organize baseline price information, analyze and report on inconsistencies, and identify opportunities to optimize sales and profitability through price strategies. This is achieved by analyzing business proposals, creating pricing and forecast models and business indicators in order to improve the operational performance, and also by creating mathematical models and tools to study and predict operational occurrences.

To who has:

- Background in Management, Mathematics or related fields;
- Fluency in Portuguese and English;
- Knowledge of Excel, statistical analysis software and mathematical modelling;
- Knowledge in the conception of statistic indicators.



### **Business Analyst**

Our Business Analysts will work in new and existing Contact Center projects, analyzing requirements, developing action plans, planning their implementation and ensuring stakeholders adherence and compliance with the deadlines.

They will be responsible for building analysis of on-going projects, connecting business units and the remaining areas. This professionals will also be in charge of defining processes and solutions for the upgrade of the operations' quality, price reduction and general optimization; business objectives' analysis, requirements' specification and follow-up of the implementation of new services or campaigns; analysis of the business guidelines and solutions development for the optimization of the company's current resources, such as databases, telecommunications or others.

To who has:

- Background in Engineering, Business, Management or Computer Sciences;
- Fluency in English;
- Strong problem solving skills.