

# TC Application Engineer

## Descrição da função

Ensuring an advantage in the market by excellent customer service in the relevant customer communication.

Application Engineering for the customer processes and internal contact person for the processing of materials from the Business Unit Surface Solutions from ContiTech

Contact person internally and externally in the customer process, during development phase as well as in the series production. Interface to Internal departments such as KAM, QM, R&D, Sales, Production in order to support for improvement of customer satisfaction and minimizing complaints/ claims. Mainly responsible for trial conduction at the customer site (New projects, R&D trials or claim/ complaint related trials.

### 1. Customer Support

- Continuous information exchange with the customer contacts in development, engineering, production and quality management in technical matters.
- Investigate changes in customer requirements
- Reach an optimal task fulfillment to satisfy customer.
- Ensure and care communication and information to internal and external interfaces.
- Ensure the need targets and budgets - efficient travel planning
- Vacation plan of CTS Service workers.
- Fixing of processing recommendations for all products of Surface Solutions.
- Discover Market requirements and their production technologies
- Development and convert innovative customer processes, suitable for trade fairs.
- Check out of Market opportunities and risks.
- Develop and maintain a partnership with our customers, built on trust and sustainability.
- Processing trials at the customer and tool equipment manufacturer incl. thorough documentation
- Material support at the customer process for new and modified products and projects.
- Customer support in technical issues during the serial processing.
- Following and clarifying the further procedure for complaints / coordinate with QM
- Recommending technical possibilities, to process our portfolio.
- "trouble shooting" and de-escalation at the customer, in case of acute processing problems.
- Consulting of the customers with recommendations for the processes (machine parameter, tools, etc.)
- Root cause analysis in cooperation with the customer to determine corrective actions.
- Coordination of CTS Service Workers, Temporary Workers

### 2. Competitive analysis



Identificação da vaga  
**REF73874Z**

Local  
**Zhangjiagang**

Nível de liderança  
**Leading Self**

Modalidade de trabalho  
**Onsite Job**

Pessoa jurídica  
**Benecke Changshun Auto Trim Co., Ltd.**

- Information on the processing level of competition materials at the customer's premises
- Collecting Competition materials

### 3. Report and information

- Distribute of quality-, costs- or schedule-issues.
- Providing of market relevant information.
- Distribute Customer Visits to the Team and Inform

## **Requisitos**

1. Bachelor degree or above, major in mechanical engineering or chemical engineering
2. At least 5 years working experience in process, technical service and quality service
3. Ffluent English, written and spoken
4. Good communication skills
5. Expert for problem solving / troubleshooting
6. high load-bearing capacity and extremely motivated
7. Business travel with 1-2 days per week is accepted

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## **Quem somos**

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