

CN_Technical Warranty Engineer

Feladatok

Provide professional diagnose/analysis tires for O2I meeting;
Make technical training/consulting to support FEs and sales & marketing. Monitor PLT product performance through market return tires inspection. Inspection Center Operation.

Warranty/Adjustment

- Handle all incoming warranty tires in a professional and friendly manner;
- Diagnose professionally PLT tires about the root cause of durability issues;
- Report accurately all adjustment cases in SAP and other reporting tools.
- Issue Inspection Report for customers.

Product Performance Monitoring

- Conduct Product Performance Monitoring with diagnosing warranty tires, including product quality and durability problem;
- Evaluate and benchmark the performance of Conti vs main competitors in defined performance criteria;
- Ensure proposal tires for O2I meeting actively and in time send to Hannover;

Training/support Sales and marketing

- Set up the local Customer Service workshop and technical training center according to the market requirements;
- Collect valuable/typical complaint tires to set up the training tires museum/pools for sales team training;
- Make a tailor-made training according to sales & marketing requirements, added value training;
- Participate the accident, media issue to support Field Engineers and sales team;
- Support OE team for customer (OEMs) technical training and support.



Job ID
REF79347R

Telephely
He Fei Shi

Vezetői szint
Beosztott

Munkahelyi rugalmasság
Hibrid munka

Jogi egység
Continental Tires Co., Ltd.

Others

- Inspection Center daily operation includes machine maintenance, calibration, 5S, tire receiving, and delivering.
- Inspection Center warehouse stock management and regular scrap activity monitoring.
- Support the inbound/outbound tire check/inspection for RDCs.
- Regular training and examination for internal colleagues.

Profilja

Bachelor's Degree in Engineering.

More than 3 years of experiences in technical customer service / after sales service for foreign invested, or JV company in automotive industry (preferred tire industry).

Fluent Mandarin is required. (Only for the position in Guangdong province: Additionally Cantonese is required.) Good English is preferred.

Ajánlatunk

您愿意与我们共同驾驭未来吗？即刻填写在线申请吧！

Rólunk

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