

## CN\_Technical Warranty Engineer

### 담당 업무

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.



직무-아이디  
REF79347R

지사  
He Fei Shi

리더십 레벨  
Leading Self

근무 유형  
Hybrid Job

법률 고지  
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.

## 지원자 프로파일

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.

## 처우 조건

您愿意与我们共同驾驭未来吗? 即刻填写在线申请吧!

## 기업 소개

大陆集团专业开发前沿性技术与服务, 以人和货物运输为着眼点, 致力于打造可持续且可联动的交通方式。集团成立于 1871 年, 作为一家科技企业, 它负责为车辆、机器、交通及运输行业提供安全、高效、智能且经济实惠的解决方案。2022 年, 大陆集团实现营收 394 亿欧元, 目前在全球 57 个国家和市场地区雇用约 20 万名员工。

轮胎子集团凭借其为汽车、卡车、公共汽车、两轮和特种轮胎领域打造的优质产品组合, 已成为创新型轮胎技术解决方案的代名词。集团以轮胎与促进可持续发展为着眼点, 相应推出了多款智能型产品和服务。针对专业经销商和车队管理商, 轮胎子集团在其他服务的基础上, 为之打造了数字轮胎监控和轮胎管理系统, 从而在保持车队机动性的同时, 亦提高了车队效率。凭借其轮胎业务, 大陆集团为实现安全、高效以及环保的交通方式做出了重要贡献。