

CN_Technical Warranty Engineer

Descrição da função

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.



Identificação da vaga
REF79347R

Local
He Fei Shi

Nível de liderança
Leading Self

Modalidade de trabalho
Hybrid Job

Pessoa jurídica
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.

Requisitos

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.

O que ofrecemos

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Quem somos

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。