

Technical Service Engineer – RE

工作职责

Respond to and resolve customer and consumer queries through calls and email within defined Service Level Agreements (SLAs), including on-site support for escalated cases.

Maintain high stakeholder satisfaction by providing professional support while adhering to all process guidelines, policies, and reporting requirements.

Act as the single point of contact (SPOC) for dealer support related to warranty and complaint management.

职位要求

Required Qualifications:

- Minimum 3-5 years of professional experience in technical service or after-sales support roles.
- Proven experience in customer service and technical troubleshooting within the OEM, service dealership, or related industrial sectors.
- Excellent verbal and written communication skills with the ability to explain technical concepts clearly to diverse stakeholders.
- Demonstrated ability to manage multiple customer queries simultaneously while maintaining quality and adherence to Service Level Agreements (SLAs).

Preferred Qualifications:

- Familiarity with warranty management systems and complaint resolution processes.
- Experience providing on-site technical support and conducting field diagnostics.
- Strong problem-solving skills with a customer-centric approach to issue resolution.

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