



Welcome to Bugatti

The Brand Bugatti stands for exclusiveness, luxury, elegance, outstanding design and enormous passion. Unique visions, the strong tradition of legendary sports cars as well as the technical precision in development, construction and production – they form this brand since its founding in 1909, by Ettore Bugatti.

We are looking for you as a :

HEAD OF AFTER SALES TECHNICAL SUPPORT AND WARRANTY (M/F/D)

Your Tasks

- Manage Technical support for Partners as well as for internal Bugatti departments
- Be responsible for analysis and reporting of field issues root causes in collaboration with Quality and Engineering departments
- Define needed Technical IT solutions, resources and licenses of the technical support team
- Be responsible for all technical and non-technical aftersales documentation and manage technical documentation of dealer portal
- Administrate car telemetry, maintain and analyze data (Technical and business cockpits)
- Responsible for project management and follow-up of any needed parts change or new development
- Be responsible for planning, definition and worldwide implementation of Bugatti field corrective actions
- Be responsible for worldwide training academy and technical content creation
- Follow all new project in development phase to assure serviceability and proper launch of future models

Your Skills

- University Degree in (Automotive) Engineering
- More than 5 years of professional experience in Premium Customer Service (Automotive)
- Expert knowledge of MS office and Power BI (or equivalent), advanced knowledge in general diagnostic and analysis tools
- Proficiency in English, French basic knowledge of German
- Automotive engineering/ process background; Capability to develop new repair solutions considering existing (legal) requirements and guidelines
- Technical issue and incident evaluation capabilities; including management of authorities requests & inquiries
- Analytical skills and strategic thinking
- Intercultural communication and conflict solving capability
- Customer orientation

If you are interested, please send your application to the following e-mail address, indicating the position concerned:
recruiting@bugatti.com.

Vive la marque !