



CREATE THE INCOMPARABLE

JOIN BUGATTI AS — HEAD OF AFTER SALES TECHNICAL SUPPORT AND
WARRANTY (M/F/D) — BG-VK/T

[APPLY WITH YOUR CV AND YOUR COVER LETTER STATING THE ABOVE POSITION TO RECRUITING@BUGATTI.COM](mailto:RECRUITING@BUGATTI.COM)

REQUIREMENTS

- Advanced degree in automotive engineering
- More than 5 years' professional experience in premium customer service in automotive
- Experience in automotive engineering/processes; ability to develop new repair solutions
- Confirmed team management experience

SKILLS

- Very good knowledge of MS Office and Power BI (or equivalent), as well as diagnostic and technical analysis tools
- Fluent in French and English. German is a real plus
- Ability to assess technical problems and incidents, including management of requests and queries from authorities
- Analytical skills, strategic thinking and customer focus
- Leadership and managerial skills as well as Intercultural communication and conflict management skills

TASKS

- Responsible for the Dealers technical support as well as internally for Bugatti
- Coordinate and manage the analysis and the reporting of customer issues, in collaboration with R&D, quality and production departments
- Responsible for the definition, planning and worldwide implementation of corrective actions in relation with worldwide relevant authorities
- Responsible for Warranty & Goodwill costs associated to technical solutions improvement
- Responsible for the vehicle technical and non-technical customer service documentation and ensure availability in the dealer portal
- Responsible for the administration of the telemetry system and its analyses
- Responsible for the technical content of the training academy
- Coordinate and manage new projects during the development phase to ensure that new models are easy to maintain and secure a proper launch
- Responsible for the management and the development of the Technical Support & Warranty Team

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