



Sr. Customer Quality Manager - Complaint Management

Job description

Do you have strong working knowledge of semiconductors and their manufacturing processes? Join Infineon and leverage your significant experience in Customer Quality Support. In this role you will use your problem solving and crisis management skills to and help us provide a Premium Service to our customers!

In your new role you will:

- Serve all aspects of **customer communication and satisfaction** with regard to **complaint management** during product life cycle including design-in and production
- Serve customer requests for **product/production data reporting** error-free and on-time, as required by contracts and agreements with the customers
- As and when required, manage a group of engineers
- Be accountable for turn-around time and **quality of 8D reports** for closed-loop case closure toward **customer satisfaction**
- Build **customer relationships**, trust, communication strategy and scorecards
- Build a strong interface network with customers, Infineon's worldwide factories, divisional quality management and cross-functional teams across the globe
- Support digitalization of complaint management processes. Develop people's competencies in **data analytics**
- Establish and comply with KPIs in accordance with customer contracts, specifications, and the business divisions
- Lead Infineon **customer audits/visits**
- Take a leadership role during quality crisis situations and escalations to ensure **resolution** and customer satisfaction
- Actively drive **continuous improvement** programs and initiatives
- Organize trainings, workshops and info sessions

Profile

You are best equipped for this task if you have:

- BS, MS or PhD in EE or equivalent
- At least 10 years of **customer quality support** experience
- Strong **customer interface**, communication and presentation skills are necessary as well as structured **problem solving** and organizational abilities

At a glance

Location:	Murrieta, CA (United States), El Segundo, CA (United States), Milpitas, CA (United States), San Jose, CA (United States)
Job ID:	354035
Start date:	Aug 15, 2022
Entry level:	5+ years
Type:	Full time
Contract:	Permanent

Apply to this position online by following the URL and entering the Job ID in our job search:

Job ID: **354035**
www.infineon.com/jobs



- Understanding and use of **quality** and **reliability engineering** and **problem-solving tools**
- Knowledge of **semiconductors** (Discretes and Integrated Circuits) and their **manufacturing processes**
- High affinity in data and profound understanding about data engineering and advanced **data analytics**. Working knowledge of reporting and data visualization
- Experience with **Quality Management System**
- Ability to learn, work independently and under pressure of multiple tasks with a driver-attitude with initiative-taking to reach out

Benefits

- **El Segundo, CA:** Medical, Dental & Vision Plans; Flexible Reimbursement Accounts (FSAs); Industry leading 401k Employer Contribution/Match; Company Performance Bonus; Holiday Pay & Paid Time Off (PTO); Flexible Working Conditions, Part-time Options; Different career paths: Project Management, Technical Ladder, Management & Individual Contributor; Wide range of Training Offers & Career Development Planning; Coaching, Mentoring, Networking Possibilities; International assignments; Basic Life & Dependent Life Insurance; Paid Sick Leave, Accidental Death & Disability Insurance (AD&D); Short-term & Long-term Disability; Employee Assistance Program (EAP); Health Promotion Programs; Reduced Price for Public Transportation
- **Milpitas, CA:** Medical, Dental & Vision Plans; Flexible Reimbursement Accounts (FSAs); Industry leading 401k Employer Contribution/Match; Company Performance Bonus; Holiday Pay & Paid Time Off (PTO); Flexible working conditions, Part-time Options; Different career paths: Project Management, Technical Ladder, Management & Individual Contributor; Wide range of Training Offers & Career Development Planning; Coaching, Mentoring, Networking Possibilities; International assignments; Basic Life & Dependent Life Insurance; Paid Sick Leave, Accidental Death & Disability Insurance (AD&D); Short-term & Long-term Disability; Employee Assistance Program (EAP); Health Promotion Programs; Reduced Price for Public Transportation
- **San Jose, CA:** Medical, Dental & Vision Plans; Flexible Reimbursement Accounts (FSAs); Industry leading 401k Employer Contribution/Match; Company Performance Bonus; Holiday Pay & Paid Time Off (PTO); Flexible Working Conditions, Part-time Options; Different career paths: Project Management, Technical Ladder, Management & Individual Contributor; Wide range of Training Offers & Career Development Planning; Coaching, Mentoring, Networking Possibilities; International assignments; Basic Life & Dependent Life Insurance; Paid Sick Leave, Accidental Death & Disability Insurance (AD&D) ; Short-term & Long-term Disability ; Employee Assistance Program (EAP) ; Health Promotion Programs ; Reduced Price for Public Transportation

Why Us

Part of your life. Part of tomorrow.

Infineon is a world leader in semiconductor solutions that make life easier, safer, and greener. Our solutions for efficient energy management, smart mobility, and secure, seamless communications link the real and the digital world.

Infineon Technologies Americas Corp. is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex (including pregnancy, childbirth, or related medical conditions), gender identity, national origin, ancestry, citizenship, age, physical or mental disability, legally protected medical condition, family care status, military or veteran status, marital status, domestic partner status, sexual orientation, or any other basis protected by local, state, or federal laws. Applicants with questions about access or requiring a reasonable accommodation for any part of the application or hiring process should contact the Talent Network by phone at (408) 503-2194.



Employment at Infineon is contingent upon proof of your legal right to work in the United States under applicable law, verification of satisfactory references and successful completion of a background check and drug test, and signing all your onboarding documents .

In some instances, if applicable, U.S. export control laws require that Infineon obtain a U.S. government export license prior to releasing technologies to certain persons. This offer is contingent upon Infineon's ability to satisfy these export control laws as related to your employment and anticipated job activities. The decision whether or not to submit and/or pursue an export license to satisfy this contingency, if applicable, shall be at Infineon's sole discretion.

IMPORTANT NOTICE:

Infineon is requiring all new U.S. employees and contractors to be fully vaccinated against COVID-19. Full vaccination is defined as two weeks after both doses of a two-dose vaccine or two weeks since a single-dose vaccine has been administered. Anyone unable to be vaccinated, either because of a sincerely held religious belief or a medical condition or disability that prevents them from being vaccinated, can request a reasonable accommodation.

Infineon Technologies takes data privacy and identity theft very seriously. As such, we do not request personally-identifiable information (PII) from applicants over the internet or electronically. Please kindly refrain from disclosing your PII electronically during the application process or to unauthorized websites that may purport to be Infineon or any of our affiliates.

#LI-CR1

