



For our location in **Budapest** we are looking for
Field Quality Engineer
(Technical Complaint Handling role)

About NXP:

NXP Semiconductors enables secure connections and infrastructure for a smarter world, advancing solutions that make lives easier, better and safer. As the world leader in secure connectivity solutions for embedded applications, we are driving innovation in the secure connected vehicle, end-to-end security & privacy and smart connected solutions markets.

Team presentation:

By joining our team, act as first interface to NXP's EMEA customers with respect to product quality. Work with the assigned customers and all groups representing the different functions such as Field Quality Engineers (FQE), Account Managers, Customer Service Centre (CSC), Business Lines and analysis locations via their respective Quality Representatives to ensure smooth quality complaint handling according to NXP's processes.

Main tasks:

Fulfill Complaint Handling (CoHa) role responsibility and ensure customer satisfaction

- Register, follow-up analysis requests and process all customer enquiries (mainly technical) and monitor/drive them till closure focusing on timely execution
- Receive and process customer inbound e-mails, organizing conference calls whenever necessary
- Compile and improve customers' failure descriptions into a coherent format to support the analysis teams around the world with quality technical information
- Effective cooperation with internal / external stakeholders
- Generate customer complaint reports, dashboards and presentations upon demand
- Support and drive customer complaint (EOS/ No Trouble Found) reduction programs
- Weekly reporting of high lights / low lights towards the Manager

Support agreed Customer Specific Requirements

- Use and maintain customer complaint handling portals and processes according to customer quality agreements
- Feedback customer specific quality requirements / expectations towards TCH Leader and Field Quality Engineers

Your Responsibilities:

- High school or university / college degree with electric engineer studies (semiconductor knowledge is an advantage)
- Fluency in Hungarian and English (additional language is an advantage) and good communication skills
- Pro-activity, persistence
- Prioritization skills, structured and analytical thinking, good problem solving
- Team-player, able to work in cross-functional and multi-cultural teams
- Strong commitment to achieve personal and organizational objectives
- Flexible, adapts to rapidly changing environment
- Able to work under pressure

Your Profile:

We are looking for passionate member to join our team driven by the exciting evolution of the automotive semiconductor marketplace. Please send your CV and motivation letter to Renáta Takács, renata.takacs@nxp.com or please apply via our career page: www.nxp.com/careers.