

Biography

Manfred Maier IONITY GmbH

Manfred Maier is the Customer Experience Manager at IONITY GmbH. IONITY is building, operating, and constantly growing a network of high-power charging stations along highways in 24 European countries. All charging stations are open to electric vehicles of any brand.

Manfred is responsible for all Customer Experience activities at IONITY. He is a member of the Product Management team, which focusses on key customer-facing topics such as App & HMI, Pricing & Offer, Payment, and Billing & Invoicing. As part of his work, he established various feedback channels for customers to actively involve them in the design of the charging experience of the future. He is member of the Site Experience team, which is defining the look and feel of future IONITY sites from architecture to the forecourt services that shall be offered on site.

In addition, Manfred is participating in several industry-wide research and development programs that focus on customer experience in the e-mobility market. Prior to joining IONITY, Manfred gained extensive experience in consulting international clients from all industries in the field of experience management. He spent 21 years in various positions at Kantar, a leading global research and consulting firm.



Manfred Maier
Customer Experience Manager IONITY GmbH

Empowering
the **next level**
of e-mobility

