

Customer Experience

This is a solution oriented trusted team supporting thousands of ValueFirst's clients. It's a global customer experience team with excellent communication skills, working around the clock, with the sole mission of delighting our customers. Their product expertise combined with understanding of customer's needs makes them solve complex problems, guide the customer and offer quick resolution.

They are continuously troubleshooting on the customer side and work with sales and product team to develop features and tools to improve our products based on the evolving needs of our clients

Key responsibilities:

- Deliver outstanding customer service experience
- Manage customer queries by various communication channels (email, phone)
- Troubleshoot customer issues/problems
- Implement creative ways to improve our customer relationships
- Collaborate with technical support and engineering team to solve technical issues

Qualifications:

Minimum qualifications:

- Bachelor's degree in computer science or related degree
- Excellent and effective communication skills

Preferred qualifications:

- Experience in customer handling role
- Windows OS, web services, MS office knowledge
- Effective problem solving, and analytical skills for troubleshooting and timely resolution
- Proactive, independent worker
- Proven ability to multitask and manage multiple tasks