

## Customer fulfillment

This 'Customer First' team gets the client happily on-boarded and integrated with ValueFirst. They use their technical knowledge on ValueFirst products to make recommendations to customers to improve their experience further. They work closely with Product team to deliver seamless experience to mega customers during their entire life cycle with the company, leading to long and successful relationship with ValueFirst.

### Key responsibilities:

- Handle the assigned customers as technical single POC, which includes: ensuring retention on technical ground, and satisfaction of the ValueFirst product and services. Proactively spot and correct any issues that could affect customer satisfaction or retention. Keeping them abreast of new products and services that could be of value to their business.
- Create solutions basis the client requirements and get the same implemented
- Collaborate with multiple internal teams to give the best onboarding integration experience and ensure customer satisfaction
- Handle escalations of customers and partner with technical and engineering team to get the issue resolved ASAP
- Presentation to customers on various products and services

### Qualifications:

#### Minimum qualifications:

- BE, BTech, Bachelor's in computer science or related degree
- Technical Knowledge and understanding on API's, Networks, Firewall, Database
- Strong client servicing skills; Should be able to interpret the customer requirements in a proper manner and deliver the same.
- Strong customer handling background, follow-up, and organizational skills

#### Preferred qualifications:

- Knowledge on SMS, Email (HTML), Voice (IVR), Web notifications, Push notifications, Marketing Automation platform would be an added advantage
- Solution centric mindset
- Excellent presentation skills
- Effective problem solving, and analytical skills