

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:

- Use analytical insights and understanding on products to make recommendations to product & engineering teams to improve the overall customer experience
- Responsible to manage team and maintain a healthy environment with enough Motivation/Competition and alignment amongst the team members
- Responsible for managing and increasing the effectiveness and efficiencies of Support Services
- Collaborate with key stakeholders to manage closure of issues and ensure smooth support experience
- Implement creative ways to improve our customer relationships

Qualifications:

Minimum qualifications:

- Bachelor's degree in computer science or related degree
- Experience in customer handling role
- Excellent and effective communication skills
- Team handling

Preferred qualifications:

- Effective analytical, problem solving, presentation and interpersonal skills
- Ability to work well in a cross functional team environment
- Excellent project management skills and attention to detail