

Service excellence

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:

- Troubleshoot customer issues/problems and deliver outstanding experience to customers
- Requirement Gathering from client in the case of existing and new business both
- IP warming and client Ramp up strategies and planning
- Performing Deliverability Audits/reporting for new clients – to be able to work on the basic reporting on the Key accounts
- Troubleshooting email deliverability issues – Spam testing/Inbox placement
- Monitoring Email deliverability performance, analyzing issues, providing recommendations for issue resolution and educating the client on deliverability challenges
- Conducting periodic assessments of client deliverability, including delivery baselines and scorecards
- Domain/ IP configuration and management. (SPF, Dkim, PTR, MX, A-record)
- Monitoring Return Path or an equivalent seed-list service for problems
- Tracking and correcting blacklist listings of IP addresses
- Designing and running tests of email deliverability

Qualifications:

Minimum qualifications:

- Bachelor's degree in computer science or related degree
- Excellent analytical skills
- Effective communication skills

Preferred qualifications:

- Great understanding of MTA on both inbound and outbound
- Ability to work well in a cross functional team environment
- Excellent organization skills and attention to detail