IntelligentBee

ASSOCIATE SUPPORT ENGINEER

DETAILS

- Understand SendGrid emailing platform;
- Provide product support for common customer inquiries received via email and chat;
- Analyze technical issues and resolve basic support problems;
- Enthusiastically respond to technical support requests through online chat and tickets;
- Empathize with the customer and provide excellent customer service;
- Learn all the 'ins and outs' of the product and services offered to properly assist users with selecting the appropriate subscription plan for their needs.

ABOUT YOU

- Customer service skills;
- English – advanced level, both written and spoken;
- Reliable with teamwork spirit – you take ownership and you're ready to help whenever needed;
- Smart and proactive – take initiative, document yourself and ask questions;
- Strong listening skills and analytic abilities;
- Can follow objectives and key results;
- Positive attitude – you also see solutions, not only problems; you understand that things aren't smooth all the time, but you keep a smile on your face;
- Nice to have: technical degree;
- Previous work experience isn't a must.