

FLEXIROAM

Customer Service Executive

About Flexiroam

We are Flexiroam. We value honesty, transparency and we hold ourselves to the highest standard of excellence. We recognize that the small things count, and they all add up to make a difference. Our customers get our full attention, and we keep pushing until we deliver the best solution possible.

By joining our team, you are joining our mission to build a world class technology business that connects people and machines everywhere. Surround yourself with highly motivated and passionate people who have an insatiable appetite for global expansion and personal development.

We are looking to recruit a Customer Service Executive to support our customers with queries and issues they face, as well as coordinate with teams internally to ensure seamless service.

Responsibilities:

- Assist customers in resolving product or service issues by understanding and addressing the customer's feedback and complaints
- Respond promptly to customer inquiries through various channels (email, social media platforms, etc)
- Respond to internal requests for assistance and/or processing of orders
- Generate feedback reports on issues related to products and services
- Manage incoming requests for support from customers and ensure all requests are followed through

Requirements:

- Good communication skills and proficient in spoken and written English
- Tech-savvy & effective in troubleshooting
- Flexible and adaptable to constant change in a fast-paced work environment
- Proficient in Microsoft Office, specifically Excel
- Proficient in Microsoft Office & Google Suites
- Comfortable to work on rotating shift basis, including midnight shift
- Good in problem-solving and critical thinking
- Able to deliver the highest quality of service to company's customers or clients by using their skills, expertise, and experience.
- Able to adapt in interacting with any client and should have good attentiveness skills to validate the data and troubleshoot.