

CUSTOMER SUCCESS ASSOCIATE

LOCATION



Nicosia

INDUSTRY



Retail & Financial Services

BENEFITS



Extensive Perks & Incentives

CULTURE



Professional & Friendly

What is the experience of being a PHILOSHOPER?

Joining our team of PHILOSHOPERS puts you in the driving seat to make a significant impact. You'll expand your skills and meet amazing people within our team, our customers and partners.

As an active team player, you'll enjoy a fulfilling career path with ample opportunities for professional development. As you engage in innovative projects with large international clients, you shall be actively impacting their success and make a difference with win-win outcomes on a growth trajectory. Beyond work, you will enjoy a friendly and forward thinking environment.

What will be your role?

- ✓ Customer onboarding and training, ensuring they understand how to use our software and get the expected value
- ✓ Communicate and engage with customers to understand their needs and requirements
- ✓ Service Desk incident tracking and coordinating with technical team for fast and high quality resolutions
- ✓ Monitor the usage and performance of our solutions by our customers and proactively identify issues or areas of improvement
- ✓ Continuous personal development, expanding skills and knowledge



Skills we look for:

Tech Skills

- Technology or Business related degree
- Familiar with SaaS and Cloud Technology concepts
- Data Analysis & Reporting
 - Excellent use of MS Excel/Google Sheets
 - Knowledge of BI tools (Tableau, Google Looker, PowerBI, etc) will be consider a major plus
- Help Desk Systems familiar (Jira ServiceDesk, ZenDesk, etc)
- CRM systems awareness
- Basic SQL or database querying

Soft Skills

- Customer Centric Approach
- Initiative & Drive
- Analytical Skills
- Active Listening
- Organisation & Time Management
- Adaptability
- Self-driven Team Player
- Excellent Communication skills in English
- Ambitious - passion for success

Who we are:

PHILOSHOPIC is a Cloud-native Software Solutions company, enabling Simple & Exciting Consumer Experiences. We innovate and commit to the success of business clients in the Retail & Financial Services industries internationally.

What about you? Are you ready to become a PHILOSHOPER?

Send us your CV at careers@philoshopic.com

PROUD
HIGH-MINDED
INNOVATIVE
LEARNER
OPEN
SUCCESS-DRIVEN
HONEST
OBSERVANT
PROACTIVE
ETHICAL
RELIABLE



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PHILOSHOPIC®