

JOB DESCRIPTION

Job title : **Customer support**

Position type : **Full-time**

Location : **Ha Noi**

JOB DESCRIPTIONS

- Respond to customer queries in a timely and accurate way, via phone, email or chat
- Identify customer needs and help customers use specific features
- Analyze and report product malfunctions (for example, by testing different scenarios or impersonating users)
- Update internal databases with information about technical issues and useful discussions with customers
- Monitor customer complaints on social media and reach out to provide assistance
- Share feature requests and effective workarounds with team members
- Inform customers about new features and functionalities
- Follow up with customers to ensure their technical issues are resolved
- Gather customer feedback and report to the Product, Sales and Marketing teams
- Troubleshoot software and hardware issues for end-users.
- Interact with customers to resolve tech-related questions and queries.
- Follow up with customers after resolving their issues.
- Keep records of tech issues and report back to management, development, or product departments.

JOB QUALIFICATIONS

- Excellent communication and presentation skills
- Ability to multi-task, prioritize and manage time effectively
- One year experience in a call center or customer service environment
- A Teamwork Mentality
- Knowledge of customer service principles and practices
- Problem Analysis and Resourcefulness
- Proficiency in relevant computer applications
- Advanced - level English

BENEFITS

Successful candidates will be part of a friendly, motivated and committed talent teams in FPT Software HN with various benefits and attractive offers:

- **COMPETITIVE SALARY PACKAGE** based on your competent plus Annual Bonus and Project Performance Bonus “FPT care” health insurance provided by AON and is exclusive for FPT employees.



- Young and competitive environment – we don't focus on the projects only, we also focus on personal development. We'll listen to you and work with you to improve continuously together.
- "FPT care" health insurance provided by AON and is exclusive for FPT employees.
- Annual Summer Vacation: follows company's policy and starts from May every year
- International, dynamic, friendly working environment
- Annual leave, working conditions follow Vietnam labor laws.
- Other allowances: working on-site allowance, etc.

CONTACT

Interested candidates should submit a completed Curriculum Vitae/ Resume and Cover Letter to:

VanNTH13@fsoft.com.vn

FPT Software Workforce Development