

FireGroup

<https://firegroup.io/careers/cs23-005-senior-customer-success-executive-2/>

About us

Customer Success Executive

Duration of employment

Full Time

4/08/2023

- Established in 2016, FireGroup Technology JSC is a tech company that specializes in web-app solutions for running the business on e-commerce platforms. FireGroup has now become the leading web-app provider, especially on both Shopify and AliExpress platforms.
- Our mission is to solve challenges & problems in the global E-commerce market by using technologies. We are looking for new members who dare

to innovate and grow bigger.

Responsibilities

- Handle with high priority, difficult, and complicated complaint tickets
- Own overall relationship with key/major clients or those with whom we have significant future potential if we take the right actions which include: increasing adoption, ensuring retention, helping customers maximise the value with absolute knowledge of the products
- Be the customer's first point of contact. You are their advocate and work directly with our Product team to help to improve our products (feature requests, improvements, bugs)
- Work with clients via online channels, email, phone calls, and live chat to build Customer Success Plans, establish critical goals, and identify opportunities for growth and up-sell/cross-sell customers to higher plan/another product.
- Measure and monitor customers achievement of critical and key performance indicators
- Establish regular cadence (Weekly, Monthly, Quarterly) with each assigned client, to review health metrics
- Contribute to building an online help center – including writing, producing short videos, and other content formats in English
- Provide feedback on the efficiency of the customer success process, create/improve/deliver training when needed.

Qualifications

- An enthusiastic, energetic, sales-oriented, and proactive person who works well in a fast-paced, dynamic team environment.
- Tech-savvy and eager to learn about technology products
- Educated to degree level or equivalent
- Experience selling/communicating functionality and how this functionality adds value to organizations.
- Experience onboarding customer organizations and maintaining those relationships throughout the customer lifecycle, customer-service experience is a plus
- At least 1 years of working experience in the sale field
- Experienced in monitoring a small workgroup
- English is a must (Fluent in English, IELTS 6.0 or an equivalent certificate)
- Have knowledge about e-commerce and B2B is a plus
- Have background in accounting, finance, purchasing, orders is a plus.
- Interpersonal, and listening skills
- Strong written/verbal communication skills
- Data collection and ordering
- Stress tolerance
- Able to work during weekends and holidays

Benefits Working hours are from 14:00 to 23:00

Here at FireGroup, we offer business owners the tools they need to bridge the gap between large corporations and SMEs, the solutions to merchants' problems, as well as customized services tailored to the needs of each business.

- – Have the opportunity to work with overseas clients
- – Join the dynamic, young, and friendly product team
- – Have a stable career path
- – Attractive salary, based on skill and experience
- – 13-month bonus program
- – Additional bonus performance-based bonus
- – Regular technical & soft skill training
- – Providing Free coffee, tea, candy.
- – Happy events: kick-off, birthday, Moon party
- – Technical seminar in the company
- – Support for all sports activities: Football, badminton,...
- – Yearly company trip
- – Salary raises or bonus by work performance per 12 months
- – Premium PIT insurance package
- – Premium annual health checkup package

Contacts All insurances according to Vietnamese Labor law

- – Please send us your wonderful resume to **careers@firegroup.io**
- – Should you need any further information, kindly please contact us via **(+84)28 2229 9989**
- – Visit FireGroup's website to know more about our life, culture: <https://firegroup.io/>