

## **Support Agent at Cloudcart**

With over 15 years of experience in the digital world and the e-commerce industry – we create successful online merchants. CloudCart strives to become the easiest-to-use eCommerce software. And also to save as much time and money as possible for our merchants, by offering them automated and optimised eCommerce store management processes.

We are currently looking for Support Agents to join our team in Sofia. As a member of our Support team, you will be an important representative and ambassador of the company brand, by providing our client base with exceptional levels of support, expert guidance and service. You will collaborate with our developers and engineers to provide premier customer support to our end customers and improve our SaaS eCommerce solution.

This is a full-time position and requires working from our office located in Sofia.

### **What you'll do as a Support Agent:**

- Ensure prompt and professional online communication with our customers
- Resolve and troubleshoot simple or complex issues raised by our customers while using our SaaS eCommerce solution and your existing knowledge, additional information provided during company training, and assistance from our development team
- Work closely with the development team to report bugs or issues
- Ensuring tasks and client requests are handled properly in a timely manner
- Follow-up with customers making sure issues are properly solved and verify customer satisfaction
- Providing customer feedback to the company
- Writing articles and/or recording video lessons in order to represent and explain the features and functionalities of the software

### **What skills you will use:**

- Previous experience in client services, customer support, IT helpdesk or technical support area required (minimum 2 years)
- Knowledge of software development life cycle phases and quality assurance is a plus - willingness to learn some of it is mandatory
- Excellent communication skills with strong written and verbal capabilities with full fluency in English
- Ability to work as part of a multidisciplinary, collaborative small team, in a fast-paced and constantly changing environment
- Proactive and self-manageable, good time management and multitasking skills
- Passion about technology and helping customers deal with technology
- Knowledge of eCommerce solutions is also considered a plus
- Great attention to detail
- Must possess strong problem solving and analytical skills

**What we offer:**

- Working on an international project that aims to be the leader in eCommerce, with great ambitions and forthcoming launch on foreign markets
- The opportunity to grow and have access to professionals from all around the world
- Pleasant work atmosphere in a young team of fresh people
- Team buildings and inner training
- Competitive salary and options for bonuses
- Five-day workweek
- Shift work hours: Monday - Sunday / 08:00 - 17:00; 9:00 - 18:00; 11:00 - 20:00;

**Employee Perks**

- Free drinks, coffee, fruits and snacks at the office
- Multisport cards
- Public transport
- Food vouchers

This is a great position for ambitious, open-minded, and high-spirited professionals. If you are challenged by this opportunity to join our team, we would be happy to speak to you!

Please send us your most recent CV in English, with your picture and let us know what motivates you to work for CloudCart.

Only the short-listed candidates will be contacted. All applications will be treated with the strictest confidentiality.