

## Customer Support with French

### Our company:

Proxiad Bulgaria is an IT Services company created in 2004, with offices in Sofia and Plovdiv, employing 200+ software specialists developing complex web-based business solutions for leading companies from all over the world. Some of our clients are Ariba SAP, Boursorama, Mailjet, and other hi-tech companies in the financial and banking sector, as well as providers of B2B software solutions.

With more than 800 IT professionals, offices in 9 cities in France and Bulgaria, and more than 20 years of successful business experience, Proxiad expanded its size the past year and continues to grow at a rapid pace.

To support this growth, we are expanding our teams. This is an opportunity to join a world class software company and a great team that passionately believes in what it does. We offer a collaborative work environment full of smart, positive and passionate professionals to empower you to do your best on the job.

For over 20 years in IT engineering and software development consulting, Proxiad has been helping Businesses in Western Europe and The States achieve their goals. We understand what makes our global partners so special, and we are dedicated to fostering the growth and innovation that keeps their projects distinguishable.

Developing the most innovative technologies and processes in the entire software life cycle from Modern Project Management and Analysis to Continuous Delivery Transformation, Digital Experience Design and Big Data, Proxiad inspires technology companies drive and achieve great success.

Due to its strong and steady growth, Proxiad Bulgaria is looking to hire Customer Support with French to work on a powerful real-time cloud emailing platform for managing emails from A to Z, in a very simple way, based on unique algorithm that optimizes the deliverability.

### Your role:

- Join a multi-language Customer support team in Sofia.
- As the first point of contact, you will guarantee the quality of the customer care service.
- Manage all incoming technical support requests from clients via email and online chat (diagnosis and prioritization of requests).
- Troubleshooting reported issues and resolve or escalate them.
- Resolving product or service problems by clarifying the customer's complaint, determining the cause of the problem.
- Providing accurate and up-to-date information to the clients.
- Selecting and explaining the best solution to solve the problem, expediting correction or adjustment, following up to ensure resolution.
- Fraud prevention.



### Your profile:

- Fluency in French and good knowledge in English.
- Bachelor degree.
- Experience in customer service or technical support.
- Ability to acquire knowledge quickly and accurately about our solution and ability to adapt to a variety of issues.
- Excellent communication skills and customer-oriented attitude.
- Experience in technical support, SMTP, email campaigns and fraud prevention will be considered as a great advantage.

### We offer you:

- Sustainable company with long-term commitments.
- Exciting, vibrant and intellectually challenging workplace.
- Great opportunities for professional growth.
- Fast-paced and constantly changing environment.
- Continued learning and wide range of training and certification programs, online courses and international conferences.
- Broad projects variety and possible mobility between projects over the time.
- Exposure to international companies and teams.
- An attractive remuneration package.
- Health insurance plan as long as other social benefits.
- Referral program – we value talent and we believe it's fun to be together, bring your friends!
- Sport halls, sports enthusiasm – in-house challenges, company sponsored football team, organized tennis games, poker tournament, even yoga at the office.
- Chill zone.
- Corporate parties – we like to celebrate the little things.
- Team-buildings that rock!
- 200+ new friends.

To apply, please send your CV in English and specify the reference **SUPFR-201811** in the subject line to [hr.bulgaria@proxiad.com](mailto:hr.bulgaria@proxiad.com)

All applications will be treated with strict confidentiality.  
Only short-listed applicants will be contacted.

