Desk365.io

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Desk365 https://www.desk365.io/) is a rapidly growing Silicon Valley-based SaaS startup building the next generation of enterprise software. Since 2020, over 8,000 progressive companies worldwide have chosen our AI-powered helpdesk solution.

Our vision is led by **Kumar Krishnasami**, an IIT Madras alumnus with 25 years of software industry experience. Kumar previously co-founded Unmetric.com and served as its Head of Product until its successful merger with Falcon.io/Brandwatch, bringing a wealth of expertise to Desk365's innovative approach.

Position Summary:

We are seeking resourceful and driven engineering graduates for multiple exciting opportunities to contribute to a rapidly growing startup.

As Software Engineers, candidates will take on a variety of engineering responsibilities within Desk365. Our dynamic, merit-based work environment enables software engineers to engage in full stack development and product ideation. We are searching for candidates with proactive mindsets and the willingness to tackle demanding tasks.

Qualifications:

- Higher secondary (+2) exam scores of 80% or higher.
- Pursuing B.E in Computer Science, Information Technology, or any other engineering program.
- Demonstrated proficiency in programming.
- Familiarity with Java and JavaScript.
- Experience or knowledge in Angular/Spring-Boot/Python/RDBMS is a plus.
- Experience or knowledge in Amazon Web Services or Azure is a plus.
- Familiarity with Microsoft Teams bot development is highly beneficial.

Compensation:

The annual salary is Rs. 7.5 Lakh CTC. A monthly stipend of Rs. 20,000 will be provided during the internship.

Work Location:

This role is based out of Coimbatore.

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Position Summary:

We are seeking a **Customer Support Engineer** with a strong technical background. In this role, you will provide exceptional customer service and technical support to our clients, troubleshooting product issues, providing solutions, and ensuring customer satisfaction.

Responsibilities:

- Provide outstanding customer support through various channels (Portal, email & Teams call).

- Diagnose technical issues and guide customers through effective solutions.

- Troubleshoot and resolve product-related issues, escalating to Engineering teams if necessary.

- Document customer interactions, issues, and solutions in the support system.

- Collaborate with other teams (development, product, etc.) to improve customer experience.

- Follow the SLA for issues with respect to the severity.

- Respond to customer inquiries regarding product features, functionality, and troubleshooting issues.

- Contribute to developing and updating the knowledge base, FAQs, and troubleshooting guides.

- Customer-centric attitude with a passion for delivering high-quality support.

- Assist with configuration, and maintenance of software products.

- Continuously improve product knowledge and technical expertise.

- Inclination towards serving US/EU markets (work hours: 5pm to 2am IST)

Qualifications:

- Higher secondary (+2) exam scores of 80% or higher.
- Pursuing B.E in Computer Science, Information Technology, or any other engineering program.
- Demonstrated proficiency in programming.
- Experience or knowledge in RDBMS is a plus.
- Experience or Knowledge in scripting language is plus.
- Strong interpersonal skills and a customer-first mindset.
- Problem-solving aptitude and willingness to learn new skills.

- Positive attitude, patience and adaptability.
- Excellent verbal and written communication skills in English.

Compensation:

The annual salary is Rs. 7.5 Lakhs as CTC. A monthly stipend of Rs. 20,000 will be provided during the internship.

Work Location:

This role is based in Coimbatore, with remote work options also available.

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Position Summary:

As a **Customer Success Specialist**, you will play a crucial role in maximizing the value our customers derive from our SAAS-based helpdesk solution. You'll work closely with clients to understand their business objectives, facilitate seamless adoption, identify expansion opportunities, and mitigate churn risks, ultimately ensuring high customer satisfaction and retention.

Responsibilities:

- Training and on-boarding new customers, ensuring they understand and utilize our product effectively.
- Conducting product demos and webinars to educate current and potential customers about the features and capabilities of our product.
- Gathering and analyzing customer requirements, feedback, and behavior to provide actionable insights.
- Collaborating closely with the Product Team to shape the product roadmap based on customer feedback and insights.
- Inclination towards serving US/EU markets (work hours: 5pm to 2am IST)

Qualifications:

- Higher secondary (+2) exam scores of 80% or higher.
- Pursuing a degree in Engineering, Business Administration, Communications, or a related program.
- Excellent communication and interpersonal skills.
- Ability to understand and articulate complex requirements.
- Experience or knowledge in SAAS products is a plus.
- Interest in Product Management, Startups, Entrepreneurship is a plus.

Compensation:
Annual salary ranging from Rs. 7.5 Lakh CTC. A monthly stipend of Rs. 20,000 will be provided during the internship.

Work Location:

This role is based in Coimbatore, with remote work options also available.