Soft Skills

* Experienced as a technical liaison to clearly facilitate and translate specifications between business and technical staff.
* Proven success working in a distributed environment where e-mail, instant messaging and voice calls are the only interactions with clients, colleagues and managers on a daily basis.
* Proactively manages day-to-day issues raised by a non-technical client base, ensuring effective communication between all involved parties.
* Owns the customer support experience and resolves customer satisfaction issues by designing & implementing solutions to complex technical problems.
* Provides direct input to help continue building the internal and customer facing knowledgebase by documenting root cause & solution details for technical support issues.
* Escalates, owns, and remains focused in driving the resolution of issues through the appropriate channels and teams members.
* Proactive and curious, with a natural drive to figure out how everything works. Dedicated to learning and constantly improving.
* Able to efficiently work remotely and manage time and collaboration with remote teams.