



Си Екс Джи ООД

[www.cx-g.com](http://www.cx-g.com)

## Technical Support fluent in English

CXG is a fast-growing EU-based BPO provider with a proven track record in industries including: Electronic Invoicing, Financial Services, Telecommunications, IT and Data Services. In its' office, located in Sofia, the company is looking for new support team members to serve various customers all over the World. We are looking for talented, highly motivated team players with a passion for customer service.

The primary function of the Technical Support Representatives is to respond and resolve client support requests, received by phone and email and various Ad hoc projects, so that we can develop a genuinely customized solution for every customer.

### YOUR PROFILE:

#### Essential

- \* Excellency in English (both written and verbal);
- \* Customer service orientation;
- \* Good telephone manner;
- \* Excellent communication skills;
- \* General understanding of Internet services such as e-mail, FTP, etc.;
- \* Comfortable with using MS Office Applications suite.

#### Desirable

- \* Knowledge of invoicing/accounting packages;
- \* Data transfer protocols.

### MAIN RESPONSIBILITIES:

\* Record support requests, prioritizing and escalating as required; \* To handle all incoming Customer e-mail/ telephone inquiries and requests in a timely and professional manner; \* Managing outstanding issues and keeping clients informed; \* Assisting the implementation of a Support Knowledge Base and similar process improvements.

### EXPERIENCE:

\* Some experience in technical support center or in service industry in general will be advantageous; \* Previous work experience in an international environment will also be considered as an advantage.

### QUALIFICATIONS:

\* Must have technical or mathematical educational background or relevant working experience.

### PERSONALITY & ATTRIBUTES:

- \* Analytical;
- \* Customer focused;
- \* Fast learner;
- \* Positive and energetic;
- \* Ability to handle pressure;
- \* Resilient;
- \* Self starter.

If you feel comfortable with the above mentioned requirements and want to become part of our team, we would really like to speak to you. So in order to apply for the position of a Technical Support fluent in English, please send us your CV in English to [marcheva@cx-g.com](mailto:marcheva@cx-g.com) till April 10<sup>th</sup> .

All documents will be treated in strict confidentiality.  
Only short-listed candidates will be contacted.