

## FRENCH Technical Support Agent - E-mail Service (Night Shifts only)

Sofia, Sofia City Province, Bulgaria, Full time (Home office possible)

### Description

Proxiad Bulgaria is looking to hire **Technical Support Agent with FRENCH + ENGLISH** for Night Shifts only (00:00 - 08:00 H). As a part of our team you will be supporting business customers on a powerful real-time cloud emailing platform.

**ATTN:** Training will be between 2 and 4 weeks and will be conducted during the day. After the training work from home or work remotely is possible.

### Your role:

- Join a multi-language Technical 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

### Requirements:

- Fluency in French and good knowledge in English.
- Experience in customer service or technical support is a must.
- 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 for Office 365 or G Suite, SMTP, email campaigns and fraud prevention will be considered as a great advantage.

### Benefits:

- 25 days paid annual leave – we value your leisure time.
- Home office policy or remote options is available.
- Health insurance plan (medical and dental coverage).
- Food Vouchers
- Referral program –we believe it is best to work with people you know and have various referral awards!
- Sport halls, sports enthusiasm – in-house challenges, company sponsored football team, organized tennis games, poker tournament, even yoga at the office.
- Clear career paths, coaching programs and great opportunities for professional growth.
- Wide range of training and certification programs, online courses and international conferences.

#### SOFIA

13-b Tintyava St., 4th Floor, 1301 g.k. Iztok, Sofia

#### PLOVDIV

6 Belgrad St., 5th Floor, 4000 Plovdiv

**Website:** <https://bulgaria.proxiad.com/>

**Email:** [contact.bulgaria@proxiad.com](mailto:contact.bulgaria@proxiad.com)

**Reception:** +359 887 400 623

**Administration:** +359 (2) 980 91 39

- Broad projects variety and possible mobility between projects over the time.
- Exposure to international companies and teams with access to top world-known companies.
- Corporate (and not so corporate) parties – we simply like celebrating things.
- Team-buildings that rock!
- Exciting, vibrant and intellectually challenging workplace.

To apply, please send your CV in English over e-mail to **[h.kasarov@proxiad.com](mailto:h.kasarov@proxiad.com)**

All applications will be treated with strict confidentiality.

Only short-listed applicants will be contacted.



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