



# sellercloud

## Technical Support Representative with English

Sellercloud is a USA-based software company dedicated to helping online retailers meet the challenges of multichannel selling through synchronization, simplification, and automation. We are a **Software-as-a-Service (SaaS) company** and a leading **eCommerce management system**.

Are you a problem solver and knowledge seeker?

If so, then you may be the new team member we're looking for our team in the Sofia office. As a **Technical Support Representative**, you'll work with our clients that need assistance with technical problems and support them in successfully using our solutions.

You will be part of a friendly office environment where we are driven to exceed client expectations and work as a team with other Sellercloud departments to resolve client issues. The position of Technical Support Representative is the right fit for anyone looking to work in a dynamic environment and who is comfortable working with software programs and providing solutions for clients.

### What our role looks like:

- Provide timely support to clients regarding technical issues through written communication or phone
- Provide updates to clients regarding progress and completion of issues
- Research and troubleshoot technical support issues for clients, and open tickets for developers when necessary
- Act as a liaison between clients and developers to resolve issues
- Work with colleagues to troubleshoot when necessary and proactively share relevant information that may impact SellerCloud clients

### What you will bring:

- Strong professional communication skills with fluency in written and spoken English
- Enthusiasm, motivation, and desire to quickly learn about our products
- Willingness to take responsibility and accountability for issues
- Commitment to ensuring customer success
- Analytical and problem-solving skills
- Strong organizational and time management skills
- Basic knowledge of MS Office Suite

- Availability to work a 16:00 - 00:00/ Monday-Friday
- Past experience in customer service and/or technical support or e-commerce is preferred

**We got you covered with:**

- 25 days of paid leave
- Mentoring, training, and career development opportunities
- Flexi working time and hybrid model of work
- Parental bonus
- Referral bonus
- Participation in training sessions (internal & external)
- Be part of a close-knit, friendly, and supportive team
- Annual medical checks
- Gift cards
- Additional health care lux package
- Transportation benefit
- Gym Membership
- Food vouchers
- Prime office location
- Refreshing drinks and snacks at the office

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