



CUSTOMER SUPPORT AGENT

Bucharest, Fulltime

WHO WE ARE

Founded in 2011, tigerVPN is a subscription based online service, providing highly encrypted communication and anonymity based on the VPN technology. Our service lets people freely communicate over the Internet, and access content from anywhere in the world, using our native Apps, on PC, MAC, Phones and Tablets. With our ever growing list of online presences, we currently operate a large network of 60+ VPN locations around the world that are available for our customers at any given time. We provide services to tens of thousands of customers every day and try to make the Internet a connected place without restrictions and borders. Built as a premium product, we need a premium Marketer to help us grow the business worldwide and gain noticeable market share in the industry. Join our team today and grab a desk in our cosy Bucharest (Pipera) office.

WHAT YOU'LL DO

tigerVPN is an end consumer product used by thousands of customers every day. Sometimes however our customers just need additional help or a quick answer to some of their immediate questions before they sign up.

You will be in charge of helping our customers using any of the available mediums (Chat, eMail, InApp support, Twitter, Facebook and Portal Tickets)

You will help customers and potential new ones when they raise a ticket or have a question. You follow up with their needs and help them resolve the situation in time. You will help the product team creating a better understanding of recurring issues or demand as well as feature requests so that we can improve the service continuously.

You help us monitor the network and customer activities and inform the right department if you detect an unusual pattern or critical incident.

Based on your interaction and experience, you will also write articles for the do-it-yourself library so that recurring issues can be solved without agent interaction.

YOUR RESPONSIBILITIES

- Provide answers, knowledge and expertise to new customers before signing up.
- Help customers when they raise a ticket via one of the mentioned channels.
- Write Do-It-Yourself articles to offload recurring topics from the support agents.
- Provide channeled feedback and improvements from customers for the product team.
- Monitor customer behavior and network incidents
- Inform customers of upcoming maintenance (via Twitter, FB or eMail)
- Monitor social media streams and communicate with customers (we have an app for that)

ABOUT YOU

- You have worked in an IT support before (big plus) - or you are interested to gain experience.
- You like to help people and guide them when they are in need.
- You have exceptional english skills (especially written) - another language is a plus.
- As you are the face of the company when customers run into troubles or have questions, you need to remain friendly at any given moment and remain calm and helpful.
- You are reliable, punctual and are willing to do overtime in case it's required.
- You are tech savvy and you know how IT works (not just how to turn on a MAC)
- You like to work in a cosy team where we strive to build a great service and bring passion to the job.
- Self motivated, analytical, organized and detail oriented.

PERKS & BENEFITS

- Attractive salary.
- Use only the best equipment: Premium Apple MacBooks or PC as you wish.
- Neat Office in Pipera, Bucharest (we're still decorating)
- Get things done, fast track your ideas without bureaucratic, participative leadership
- Work for an International Company with multiple Offices worldwide
- Young dynamic team, great support from coworkers and direct access to resources. And since we take pride in hiring the best of the best, there's a lot of learning opportunities for you as well as playing around with awesome gadgets and equipment.
- Flexible work hours, get your stuff done as you like, no dress code in the office.
- Fully stacked Coffee Machine, Tea and sweets to boost your sugar level.
- After work drinks & dinners and a Playstation 4 loaded with games to help you take a break

GOT EXCITED?

Apply with your CV and add a few lines why you would like to join our team and what makes you an ideal candidate. Please also provide a mobile phone number where we can reach out to you and when.

You must apply in english! careers@tigervpn.com | **Subject: Customer Support Agent**