

Customer Success Analyst

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Company: Avaza Software Pty Ltd

Location: , , Pakistan

Category: business-and-financial-operations

The Customer Success department at Avaza goes above and beyond to ensure our customers are successful. We're looking for an individual contributor who is highly empathetic, eager to understand underlying issues, and whose passion is delivering a world-class customer experience. This position is the initial point of contact for Avaza customers pertaining to onboarding, training, technical or functional queries. You will be responsible for developing customer relationships that promote retention and loyalty. The right person will be tech-savvy and eager to contribute ideas to meet and exceed our customer's needs. This role requires a love of learning, a positive mindset, and above-par verbal & and written skills in English.

Key Responsibilities

- Help nurture leads
- Educate new Avaza accounts to get the most out of the platform.
- Effectively communicate the value proposition in demo calls
- Proactively reach out to inactive accounts with a focus on educating them on the value proposition
- Provide prompt support to existing customers via structured account management
- Understanding the support issue and pointing customers to the appropriate solution
- Working closely with Sales, Product and Design teams
- Managing customer expectations through the entire customer lifecycle with a focus on retention and customer satisfaction.
- Help create Support Documentation/FAQs
- Suggest content ideas that would improve customer experience

Core Skills & Competencies

- Bachelor's degree or higher
- Experience in customer success, preferably in SaaS domain
- Exceptional written and verbal communication skills in English
- Detail-oriented and analytical
- Demonstrated ability to increase customer satisfaction
- Flexibility to work in shifts for different time zones

We encourage interested applicants to sign up and for a free account and explore Avaza before applying, at

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