
JCurve Solutions is looking for a Customer Success Consultant in The Philippines

Who is JCurve Solutions

JCurve Solutions brings the right cloud technology and talented people together. Then we help companies achieve greater business success. You know, because together, we're all more successful. Want to know more? Check us out [[here](#)]

What is the role?

Our Customer Success Consultants are responsible for providing a proactive support and engagement with a dedicated portfolio of customers using JCurve Solutions (JCS) products and solutions, and are ultimately responsible for delivering an outstanding customer experience.

Who is the ideal person for this role?

Somebody who is passionate about Cloud Business solutions, and helping businesses improve and grow. Somebody who can live our company values [[here](#)]. And of course, somebody who is passionate about helping customers and driving customer advocacy.

Key responsibilities:

- Handle support cases according to JCurve Solutions internal processes
- Identify defects and enhancements and provide appropriate follow-ups
- Liaise with internal/external parties to provide assistance in a timely manner
- Educate customers and provide advice on best practices and standard processes
- Participate in projects as required.
- Build and maintain strong customer relationships and act as focal point for assigned customers
- Identify and close upsell opportunities
- Maximise customer retention and customer lifetime value

How to apply

Send your resume, a short introduction and the details of the position or area for which you're applying to hr@jcurve.com.au. We can't wait to hear from you!