

JCurve Solutions is looking for Associate Support 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 Associate Support 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
- Manage incoming phone queries
- Liaise with internal/external parties to provide assistance in a timely manner
- Educate customers and provide advice on best practices and standard processes
- Build and maintain strong customer relationships and act as focal point for assigned customers
- Identify upsell opportunities
- Maximise customer retention and customer lifetime value

Qualifications:

- Candidate must possess at least Bachelor's/College Degree in Computer Science or any IT related course.
- Preferably IT professionals with experience and practical knowledge of programming/scripting.
- Knowledgeable in programming languages such as, but not limited to SuiteScript/JavaScript, HTML/XML, Freemarker, Webservices (SOAP, WSDL, REST), SQL.
- Excellent verbal and written communication skills.

How to apply

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