



TECHNICAL SOLUTIONS ASSISTANT SPEAKING GERMAN AND ENGLISH

Main responsibility for the role is providing support for one of the best web and video conferencing solutions. The successful candidate should be ready to diagnose wide range of problems, take ownership of the issues and give resolution to the customers. He/She will join a team of professionals who provide high quality service to corporate customers (mainly companies from Fortune 100).

Responsibilities :

- **Provide 1st line technical support**
- **Assist customers and help them with technical resolutions via phone, chat, web**
- **Provide also billing support to customers**
- **Identify potential sales opportunities and transfer them to Sales Team**
- **Manage customer communication professionally and effectively**
- **Collaborate with team members and help them when needed**

Requirements :

- **Fluent in German and very good level of English language**
- **Customer service experience will be a strong advantage**
- **General understanding of basic technical troubleshooting**
- **Prioritize tasks and strive to provide customers best resolution of their issues**
- **Quick learner with desire to obtain new skills and competencies**

Life at Sutherland:

- **We offer competitive salary**
- **Excellent social benefits package including Health Insurance, Life Insurance, Food vouchers, Compliment Cards, Transportation allowance**
- **Rewards and recognition programs**
- **Trainings following the leading global standards for highest quality of Customer Service and Technical Support**
- **Structured working environment**
- **Career opportunities**
- **Great office location**

If you find this opportunity suitable for you and you want to develop your career in a company which upholds highest industry standards, please send your CV (in English) to katerina.kurteva@sutherlandglobal.com

The information provided by you is personal and will be protected.

Only the shortlisted candidates will be contacted.