

## Technical Software Support Executive

### Job Description

We are looking for highly talented and motivated personnel with a genuine passion for Customer Support.

### Presales

- Consulting with prospects/customers to understand their requirement
- Gathering technical details from prospects/customers
- Preparing for a customized demo and presenting the same

### Projects and Project Management

- Analyzing and creating Project Specifications
- Setup data based on specifications
- Code/Release Testing of the data setup and quality assurance
- Maintaining standards compliance
- Ensuring the order has all the required information and can be fulfilled in the specified timeframe.
- Creating Project Plans and sending updates to the customers via weekly reports.
- Coordinating with the customers and the internal teams to complete the project on time.

### Customer Service and Training

- Receiving calls and resolving cases escalated by the customers as well as by the Team Lead.
- Providing solutions within an optimal time frame.
- Logging all activities in CRM under the respective customer/case record
- Adding Knowledgebase Articles in CRM by documenting problems and its solution for quick reference in future
- Designing/Modifying Crystal Reports
- Planning and delivering training to customers remotely or onsite.
- Get the customer acclimatized with the workings of Windowmaker
- Training internal staff as and when required.

### Required Experience, Skills and Qualifications:

**Qualification:** Strong technical aptitude required. Customer-facing background.

**Experience:** 1-2 years in Customer Support

### Soft Skills:

- Analytical, design and troubleshooting
- Research and analysis
- Excellent communication and interpersonal skills
- Ability to accomplish assigned tasks with minimal supervision

### Location: Toronto, Canada

To apply, please send your updated resume with a covering letter to [hr@windowmaker.com](mailto:hr@windowmaker.com)

