AGORA

Customer Success Specialist

Lisbon

Full Time

With Contract

Ref. 201804|002

AGORA is a software company based in Lisbon and operations in São Paulo (Brazil) and the United Kingdom. During the last 4 years we've developed a groundbreaking IoT ready software adopted by large organizations as banks, critical infrastructures and multinational organizations.

Our team is highly skilled, motivated and hard working. The team is growing and we are looking for talented people.

CHALLENGE AND RESPONSIBILITY

A Customer Success Specialist is responsible for project implementations and delivering solutions to end users while also supporting a wide range of technologies. This specialist may be required to travel for foreign project implementations and support the product owner in providing input for new features or improvement of the existing ones.

As a Customer Success Specialist you will:

- Implement projects in and with customers
- Build value oriented relationships with customers
- Ensure customers successfully adopt AGORA software and have the best experience across all channels
- Recommend procedure modifications or improvements
- Suggest new features and report recommendations from customers back to our product team
- Provide relevant education and best practices to improve software adoption
- Follow up with customers, provide feedback
- Taking ownership of technical issues, and working with our Development group to resolve advanced issues when necessary
- Resolving escalated customer complaints without the need for team lead intervention
- Document troubleshooting and problem resolution steps

AGORA

Requirements:

- Ability to work independently and as part of a team
- "Can-do" attitude and highly collaborative style with ability to gather consensus and take action
- Be self-motivated and know when to seek guidance
- Constructive critical spirit
- Good multitasking capabilities
- IT/Security background: good networking and OS skills
- Previous experience in Support departments
- Good oral and writing communication skills
- Fluent in English, Portuguese and spoken and written
- Knowledge of Spanish, spoken and written
- Availability to travel

Experience with is a plus:

- Experience working with Security Software and hardware
- Experience with Networks
- Experience with programming Java or other languages
- Experience with SQL/MySQL
- Experience with Electronics

TOP REASONS TO WORK WITH US:

- Be involved in conquering international markets
- Grow with the company / startup environment
- Competitive salary
- Be eligible to get extra training
- Contribute to people security and safety
- Opportunity to travel

Send us your application to careers@agorasystems.com