



Customer Success Manager

\$20k - \$30k

Virtual Expo Solution (Event SaaS)

EventXtra on a mission to help event organizer and manager to cut cost and time through replacing labor-intensive task by mobile technology and make it extremely accessible everywhere. We provide one stop event software, including virtual exhibition platform, checkin system, participant management, event engagement, instant polling, instant feedback and post event networking with accessible prices and easy-to-use functionality for all phone users. We have served more than 3M event guests and 15K events for companies and organizations including Apple, Alibaba, Economist, Web Summit, RISE, Deloitte, HKTDC, HK Gov, Cyberport, Hong Kong Science Park.

Responsibilities

- Responsible for CS hotline and emails enquiries in a professional manner
- Responsible for collecting, handling and following up on customer feedback with related parties
- Well understand and know the product
- Understands and gets to know the client
- Takes care of clients' needs
- Handles clients' enquiry
- Write product help center article
- Support on-site event

Must have

- Passion in technology and event industry
- Excellent in Mandarin, Cantonese and English
- Strong empathy for others
- Self motivated with positive attitude
- Strong interpersonal and communication skills
- Strong problem solving skills

Good to have

- Experienced to Zendesk
- 1-2 customer support experience on software
- Sense of humour highly encouraged

Benefit

- Fast paced, fun, and energetic company with west coast inspired startup culture
- Unlimited snacks and drinks (Yes! You don't need to worry about snacking anymore!)
- Open concept office (ping pong table, darts, cafe area, patio, etc)
- Opportunity to work at a disruptive startup

Application:

Please directly apply at:

https://angel.co/jobs/signup?job_listing_id=124485&slug=eventxtra&source=company+profile&source_content=apply_button