



Technical Customer Support Specialist - Armenia

Description

At Vineti, we create solutions that scale for healthcare. Specifically, we develop software products that help deliver personalized medicines like cures for cancer. This includes creating a service-oriented, auditable, software platform to support multiple client-facing applications in a regulated market. Highly impactful and mission critical!

We are looking for a Customer Support Representative to help establish and drive our client and user support activities. You will work across the organization to provide seamless customer support experience and to help improve our software product offerings.

What You'll Be Doing:

- Support customers via different mediums (e.g. email, phone)
- Prioritize and triage support tickets
- Manage system user accounts
- Regularly report out on customer support activities
- Work with Product, Design, and Engineering on product iteration and issue resolution
- Collaborate with Compliance to satisfy regulatory guidelines (e.g. FDA)

The Following Experience and Skills are Important To Us:

- 2+ years Customer Support or related experience
- Effective communication and interpersonal skills
- Experience supporting software products
- Basic knowledge of networking, HTML/CSS
- Motivated to improve processes and make work more efficient
- Experience using CRM's
- Ability to flourish with minimal guidance, be proactive, and handle uncertainty and ambiguity

Bonus Skills:

- Experience with healthcare, pharmaceutical or med/tech industries and concepts (e.g. HIPPA)
- Background collaborating with product and engineering teams
- Working understanding of the software development lifecycle

Company Culture and Benefits:

- Mission-driven and passionate about making things that matter in healthcare and solving complex problems in personalized medicine
- Fast growing company backed by major investors
- Opportunities for growth
- Competitive Salary
- Benefits package (Gym Subscription, etc.)
- Premium medical insurance

Application Procedure:

All interested candidates are welcome to send their CVs to info.armenia@vineti.com and career@rau.am or apply via the following link: <https://bit.ly/vinetiDeveloper>.