

Customer Service Executive (Female)

Work From Home

We are seeking a dynamic **Customer Service Executive** who is passionate about providing top-notch support to our clients. As a key member of our customer service team, you will play a vital role in ensuring our customers receive prompt and effective assistance with their web hosting needs.

KEY RESPONSIBILITIES:

- Serve as the first point of contact for customers seeking sales, technical or billing assistance via email, tickets or live chat.
- Troubleshoot issues by asking relevant questions and problem-solving effectively.
- Determine the best solutions based on customer-provided details.
- Guide customers through problem-solving processes.
- Follow-up and update customers on the status of longer or more complex tickets.
- Escalate unresolved issues to the next level of support.
- Provide accurate information about our products and services.
- Record events, problems, and resolutions in our ticketing system.
- Maintain and improve support documents.
- Relay customer feedback or suggestions to the appropriate internal team.
- Suggest possible improvements in procedures.
- Proficiently navigate and execute bill payment processes through Credit Card, PayPal & Crypto Currency.

QUALIFICATIONS:

- Excellent English communication skills (both written and spoken).
- Proven experience as a Customer Care Agent, Social Media Manager, or in a similar role.
- Knowledge in IT, web development, social media management, or graphic design is highly regarded.
- Certification in IT, computer science or related fields.
- Experience in web development, social media, and graphic design is an added advantage.
- Strong customer-focused support abilities.
- Willingness to work flexible hours, including nights and weekends.

HOW TO APPLY?

If you are passionate about customer service and the web hosting industry, we'd love to hear from you! This is a **full-time** position with immediate hiring. Please submit your application through our official Careers page at <https://skynethosting.net/jobs.htm> under the Customer Care Executive section.

Additionally, kindly forward your application via WhatsApp to +94785 293 293 & +1 (302) 384-1784. If shortlisted, we will contact you to schedule a formal interview.