



OPORTUNIDAD DE EMPLEO/INTERNADO/COOP

Empresa o Logo: **C | E | G | SOFT®**

Título de la Plaza/Internado/COOP: Customer Success Analyst

Descripción o Requisitos de la Plaza/Internado/COOP:

- Provide key information to implement strategies to help our customer get the most out of our products, ultimately aiding renewals, reducing customer churn, and improving customer experience.
- Assist new customers in the onboarding process: setting up accounts, importing data, configuration tools, and training. Additional tasks may apply to onboard the customer successfully.
- Understand our unique client requirements and their business needs based on their industry.
- Obtain feedback on an ongoing basis while developing solutions for clients to ensure that we meet, and exceed, their needs and expectations.
- Help resolve issues while providing clear communication to the client.
- Work with clients to maintain a happy and healthy business relationship.
- Capture and own customer issues throughout the organization to ensure customer success and loyalty.
- Work cross-functionally across Sales, Customer Support, Research & Development, and other teams to ensure high customer satisfaction.
- Implement Customer Success dashboards to improve processes and tracking mechanisms across all segments of the business.



- Generate reports to assess and determine accounts that require customer success intervention
- Be an expert and trusted advisor of our products.
- Provide customer feedback to relevant departments in order to drive ongoing service product improvements.

Fecha de la Oportunidad (Día/Mes/Año): July 2024

Fecha Límite para Solicitar:

Tipo: _____ Tiempo Parcial _____ X _____ Tiempo Completo

Compensación: _____ X _____ Con paga _____ Estipendio _____ Sin paga

*Salario: \$35,000 - \$40,000

Área de Estudios: Business Administration

Localización: Guaynabo

Persona Contacto y Posición: Jennifer Ortiz- Human Resources Generalist

Correo Electrónico de Persona Contacto: jortiz@cegsoft.com

Correo Electrónico a enviar resume o URL de solicitud: jortiz@cegsoft.com

Teléfono: 787-287-2777

Fecha de Publicación:

Favor de incluir en su correo "Referido por Programa ENLACE UPR-RP"

