

Customer Success Specialist – Singapore Office

WHO WE REALLY ARE?

We strongly believe that a company's greatest asset are the people. People and their natural ability to transform. Things and themselves. Since the beginning of our journey, dcs plus has been constantly transforming: one product led to other, one version upgraded to another, each new market acquired triggered change.

To increase quality and meet expectations we have been growing our teams. New roles have been created, new sites have been open, new people joined our team and our success story keeps going.

Currently, for our office in Singapore, we are looking for an organized **Customer Success Specialist**, willing to prove his/her skills inside a great team.

WHAT ARE WE LOOKING FOR?

An engineer mind passionate about passing on how technology works to everyone else;

Bachelor degree in Business or Computer Science or equivalent;

Proficient level of English and Mandarin, both in writing and speaking; Other language is a plus;

Very good Excel knowledge, PowerPoint and Word functions;

Advanced problem-solving and analytical skills;

Very well organized and great time-manager;

Proactive, solution-oriented thinking, flexible, capable of dealing with changes and quickly adapt to the context;

Curious how tech-platforms work and excited to get into details;

Genuine interest in travel industry and travel-tech area;

Previous working experience in a travel agency, GDS or travel technology companies is an advantage.

WHAT WILL YOU DO?

Become an expert in dcs plus products, present them to potential customers as part of sales process;

Become active player in new product implementation projects, new features deliveries and customer user behaviors analysis inside the products;

While implementing dcs products to new customers, analyze customer's current operational flows, map processes and design new flows to implement and increase productivity;

Deliver trainings for new customer's team, configure their profiles in the platform and act as a subject matter expert for any query addressed;

Assist the sales team in all product demonstrations;

Day-To-Day Business Support along with customer experience team;

Offering full support to sales team to help increasing the number of clients;

Find creative solutions in solving the business problems of our customers through our technology;

Performing other duties as assigned.

WHAT'S IN IT FOR YOU?

Opportunity for professional long-term development in a young and dynamic environment;

Competitive salary, opportunities for professional development and a nice benefits package;

Opportunity to work with a strong-growing company that continues to gain renown and expand in new markets.

If we caught your eye, please reach out to us at hr@dcsplus.net