

Customer Success Specialist- Singapore Office

About dcs plus

Since 2002, we are committed to designing and developing technology solutions for the travel and tourism industry. For over a decade, driven by passion, dcs plus has connected travel to technology, in direct response to the challenges and needs of the travel and tourism professionals.

We are committed to innovation and, through our solutions, we aim to deliver excellence to travel professionals, regardless of size, business model or market. We provide them the right tools needed to optimize their capabilities and improve their business performance that will shape into success stories.

- ✦ Ranked in Deloitte Technology Fast 500 EMEA
- ✦ Software localized in more than 50 markets worldwide
- ✦ More than 19 years of helping companies grow their travel business
- ✦ 300,000 travel agents all over the world are using dcs plus travel software

About the Team

We are engineers. We are computer scientists. We are techies.

The *dcs plus team* is responsible for creating and evolving the dcs plus products and services. The team also uses different tools and technology to deliver a highly scalable and dynamic platform to a fast-growing business offering covering integration with multiple partner heterogeneous technology platforms/content-feeds. The team comprises a highly talented team of programmers, testing engineers, business analyst with independent module-based product ownership requiring direct conversation with the business and marketing teams for appropriate development planning.

This team makes sure that our products can support millions of bookings run through our platforms in more than 50+ markets.

About the Job (Role: Customer Success Specialist)

As a Customer Success Specialist you will work directly with customers, sales, customer experience and product development teams to help ensure the successful incubation, adoption and enablement of our customers.

What's in it for you?

- ✦ A role inside a growing company activating in a changing and versatile industry.
- ✦ Opportunity for learning, development, and recognition in a young and family-like environment.
- ✦ Continuous growth ensured by training & constant feedback sessions.
- ✦ Certainty and stability of the team and of the working environment, collaborative and results-oriented culture.
- ✦ Opportunity to work with a strong-growing company that continues to gain notoriety and expand in new markets.

Responsibilities

- ✦ As a Customer Success Specialist you will work directly with customers, sales, delivery and product development teams to help ensure the successful incubation, adoption and enablement of our customers;
- ✦ Earning the right as a trusted advisor requires a unique blend of being polished with customers, being technically savvy, incorporating out of the box thinking, and having the ability to drive and engage multiple stakeholders to translate and communicate business requirements into a solution vision that meets the customer's business needs.
- ✦ The role will include being a key field partner for technical teams, working closely with customers, as well as assisting initial sales and delivery to customers who require advanced architecture designs and services.
- ✦ Your knowledge and experiences will also be leveraged as a part of continuous feedback loop to drive architectural best practices and tooling required to increase adoption, retention and overall customer experience';
- ✦ Your work will have a real impact on the success of customers and their business. You'll be part of an agile and bright team that embraces open communication, empowerment, innovation, teamwork and a shared focus on customer success.
- ✦ Whether it's a best-practice session for a new customer, addressing technical pain points, or enabling a team on the technology, you're willing to take the time to provide deep explanations and find solutions where needed.
- ✦ Acts as brand ambassadors for dcs plus products.

Essential Prior Expertise and nice to have skills

- ✦ Prior experience in a customer facing, technical role and demonstrated success in deploying technical solutions to meet customer's business goals;
- ✦ Minimum 6 months' experience in a travel agency or a similar position;
- ✦ Highly organized, thorough and motivated professional that understands the importance of being a strong team player when it comes to forging a solution and liaising with customers.
- ✦ Real interested & passion for professional development in IT travel industry/services.
- ✦ Curious how tech-platforms work and excited to get into details;
- ✦ Genuine interest in travel industry and travel-tech area;
- ✦ High capacity to understand technical systems, work flows & terms;
- ✦ Customer focus & solution oriented;
- ✦ Great communication skills;
- ✦ Advanced problem-solving and analytical skills;

Job Location: Singapore/ Singapore (remote)

