**Job Title:** Customer Support Analyst

**Company:** Winmore

**Location:** Bengaluru, India

**Position Type:** Full-time

**Experience Level:** Entry Level (1-3 years of experience)

**About Winmore**

Winmore is the go-to solution for forwarders, brokers, and carrier professionals seeking to streamline tender management and RFQ workflows with data-driven insights. Our platform leverages artificial intelligence to revolutionize the pricing process, empowering users to optimize bids, track performance, and negotiate contracts with confidence.

**Role Overview**

We are seeking a motivated and customer-oriented individual to join our team as a Customer Support Analyst. This role offers an exciting opportunity for entry-level candidates with 1 to 3 years of experience to kick start their career in customer support. The Customer Support Analyst will play a crucial role in assisting our clients in navigating our platform, resolving inquiries, and ensuring an exceptional customer experience.

**Responsibilities**

* Provide timely and effective support to customers via email, chat, and phone, addressing inquiries and troubleshooting issues related to our platform.
* Collaborate with internal teams to escalate and resolve complex customer issues.
* Maintain accurate records of customer interactions and transactions using our CRM system.
* Assist in creating and updating support documentation and knowledge base articles.
* Contribute to ongoing efforts to improve processes and enhance the customer support experience.
* Responsible to maintain aggressive metrics for First response time, Resolution time, CSAT scores, Ticket volumes & trends etc.,
* Candidates must be willing to work flexible hours to support customers in PST time zones on a round-robin basis. (Like, a week in a month)

**Key Qualifications**

* Bachelor's degree or equivalent practical experience.
* 1 to 3 years of experience in a customer support or related role.
* Strong communication skills, both written and verbal.
* Excellent problem-solving abilities and attention to detail.
* Ability to work effectively in a fast-paced, dynamic environment.
* Experience in Supply chain & Logistics domains preferred.
* Proficiency in using customer support tools and CRM systems is a plus.

**Benefits**

1. Competitive salary and benefits package.
2. Opportunity for career growth within the Customer support team and beyond.
3. Flexible work arrangements and a supportive work culture.
4. Ongoing training and development opportunities to enhance skills and knowledge.

At Winmore, we are committed to fostering an inclusive and diverse workplace where all employees feel valued and empowered to succeed. If you are passionate about technology and thrive in a collaborative environment, we encourage you to apply for the Customer Support Analyst position and join our team today.

Please note Winmore is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.

To request an application, apply for the position or learn more, please contact Sujit Behera.

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