

ARE YOU THE ONE?

We are a young digital firm founded to create and develop innovative knowledge advancement and learning solutions. We are seeking for dynamic, enthusiast, and motivated professionals to grow together with us as a:

CUSTOMER ENGAGEMENT SPECIALIST

WHAT WILL YOU DO?

The position will essentially engage in various email communication with potential customers using email with a goal to help these potential customers to complete their purchase. In this position, you will do the followings:

- ▶ Provide excellent support experience to potential customers through email
- ▶ Qualifying potential customers & determining their needs
- ▶ Efficiently fix experience complaints to customer satisfaction as quickly as possible
- ▶ Track potential customer conversion
- ▶ Assist our team to create initiatives aimed to increase customer experience

WHO IS THE IDEAL CANDIDATE?

- ▶ Bachelor degree in relevant field
- ▶ Past exposure(s) in customer relationship is a strong advantage
- ▶ Able to communicate in a friendly and supportive manner using excellent written English
- ▶ Internet savvy and an excellent understanding of digital tools
- ▶ Ability to learn and think fast
- ▶ Self starter and able to work independently with minimum supervision
- ▶ Always be on the lookout for ways to improve the way we do things

This is a **FULL TIME** position, based in Bandung.

Send your application consisted of an application letter and complete resume in PDF format to hrm@skytreesolutions.com with subject "FT_CES".