



Customer Success Representative

Vietnam
Full-time
Customer success

XpertSea is a Canadian technology company that's transforming how the global aquaculture industry farms seafood. Combining artificial intelligence, computer vision and machine learning, we're building cutting-edge solutions to empower hatcheries, farms and research centres to track and manage their aquatic populations with greater speed, accuracy and insight than ever before. With more than 100 customers in over 48 countries, we're using Canadian ingenuity to help feed the world.

The Customer Success Team ensures successful implementation of our solution once a sale is completed. You will be responsible to collect additional information on customer needs during onboarding, to make appropriate recommendations. You will be responsible for numerous accounts in your territory, ensuring their continued satisfaction and ongoing use of the solution. Our Customer Success Representatives are client advocates and provide feedback to the product team to help shape future developments. Travel may be required from time to time to visit customers within your country. Responsibilities also include helping to respond to a small number of support tickets and assisting in keeping documentation up to date (mostly translation).

Responsibilities

- Represent XpertSea with our existing clients.
- Manage customer onboarding and ongoing training.
- Ensure timely communication between customers and XpertSea.
- Monitor customer usage metrics and proactively intervene to ensure proper adoption.
- Collect and summarize customer feedback.
- Find new opportunities with existing clients.
- Participate in elaboration and maintenance of support documentation.
- Assist with support inquiries from local customers.
- Travel within your territory may be necessary from time to time.

Minimum qualifications

- 2 years of experience in customer-facing roles
- Proficiency with hardware and software solutions
- Proactive, organized and ability to multitask
- Flexible hours for meetings with Canadian head office
- Ability to communicate professionally (verbal and written) in Vietnamese and English

Desirable assets

- Experience in the aquaculture industry
- Proficiency with Salesforce and Zendesk

Link to apply: <https://www.xpertsea.com/careers/customer-success-representative>

Please contact Mr. An (+841212284488) if you have any questions or need further supports.