



Driven by impact™



software and services. Our products touch millions of lives daily, solve tough business problems, and create outstanding opportunities for our clients. And there is a lot more to build and transform.

Rapidops at a **Glance**

14+

Years in business

300+

Team of talented people

210+

Client products launched

70M

Lives Touched Daily

Inc. 5000

Fastest growing company in the USA for years 2022, 2021, and 2020

CHARLOTTE BUSINESS JOURNAL
FAST50

CBJ Fastest growing company for years 2021 and 2020 in Charlotte NC



Award-winning customer ratings and relationships over years



Certified to deliver outstanding quality compliant with ISO standards

Campus **Placement Drive**

We are seeking inspiring data scientists, software engineers, data engineers, and customer success executives. You will be based in the Ahmedabad office where we bring together the best of digital capabilities to help our customers to transform their businesses from paper sketches to end products.



We have built a casual office culture where we learn, innovate, and have lots of fun. We experiment with modern technologies, and practices and constantly learn and grow.

Applicant - Customer Success Associate

You will be joining the Customer Success (CS) team as a high-impact contributor, gaining exposure to a wide variety of challenges, processes and data that makes the engine of this organization hub. As an associate on the team, you will contribute to cross-functional initiatives from ideation to analytics to recommendations to drive impact across the organization.

The role will be required to balance deep functional expertise and business value acumen while maintaining a level of technical depth to provide the best possible post-sales experience for our customers.

Qualifications

- ✓ Completing bachelor's or master's degree before June 2023.
- ✓ Strong analytical and problem-solving skills
- ✓ Strong command of the English language (Both verbal and written)
- ✓ Ability to collaborate with team and deliver results

Key Responsibilities

- ✓ Manage the entire onboarding process for new customers, beginning to end - from sales handover to configuration to training, ensuring customers rollout the platform as quickly as possible
- ✓ Develop a deep understanding of the product (from end-to-end) in order to diagnose customer issues
- ✓ Be available to customers on all technical support channels, i.e., via email, ticketing system and in-app chat tool; with occasional scheduled virtual calls to understand/resolve customer issues
- ✓ Build relationships with customers, help them with issues, and continually delight them with a positive, customer-centric attitude
- ✓ Prioritizing and escalating issues when needed and keeping customers informed of progress. Develop and maintain implementation best practices, document procedures, standards, best practices, configuration settings and sequences
- ✓ Provide the best support and communication for our customers via email; Respond to questions, concerns, and feedback in a positive, concise, and empathetic manner, escalating internally when appropriate
- ✓ Execute multiple tasks in a fast-paced environment, manage competing priorities and adapt quickly to changes without losing personal touch with customers
- ✓ Discover and analyze gaps in customer experience that may lead to customer attrition. Work cross-functionally with other teams to address such gaps

STIPEND: INR 10,000 (stipend) fixed pay for entire training program (6 months)

CTC (Post qualification after training): INR 5.8 LPA*

Training

Full-time (40 hours/week) for twenty-four consecutive weeks (six months). Post completion of 24 weeks the trainee will be assessed on various parameters for 6 months. Only qualifying trainees will become eligible to be offered as Customer Success Associate.

The training program will be for 5 days a week. The assessment parameters will include performance metrics, capability, and feedback from the manager/ trainer and HR Team. Upon successfully passing the training program, you become eligible to be offered the role of Customer Success Associate.

Awards and recognitions



2020, 2021, 2022



2021, 2022



Trusted by the top brands globally

