

Customer Success Internship - Description

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To: nilofar agnihotri <nilofaragnihotri.bmcc@despune.org>

Hi Nilofar,

Hope you are doing well.

As per our discussion, we are planning to hire interns from BMCC for a Customer Success role. Following are the details for the same:

Zoomifier Corporation - Customer Success Interns (Feb'22)

Company Name - Zoomifier Corporation

About - Zoomifier Corporation, headquartered in both San Francisco and New York, is the world leader in rich media presentation and sales enablement solutions.

Website -

<https://www.zoomifier.com/>

<https://www.customshow.com/>

<https://www.fullfeel.io/>

Job brief

We are looking for a Customer Success Manager who is passionate about customer service and empathetic to customer's urgent needs. The ideal candidate will use their rapid learning capabilities and strong communication skills to rapidly onboard new users as well as solve any issues arising from the use of our solution. Ability to collaborate with customers as well as internal team members is key to success in this job.

Zoomifier will provide extensive training in the area of digital selling and marketing, customer communications with international users, as well as our solution usage. Prior customer success experience is not required for this role.

This role is based in Pune and Zoomifier provides work from home and on premise hybrid work options.

Requirement / Joining - Immediate

Who can Apply -

Anyone with excellent communication skills

Duration of Internship - 6 months

JD - Roles & Responsibilities -

Onboard new customers by guiding them through existing training modules

Create new training modules

Troubleshoot any issue faced by a user

Verify and report any problems identified by the customer to the development team

Maintain ongoing relationship with the key customer stakeholders to ensure retention and renewal

Communicate new features to the customers and capture any new requirements from them

Analyze customer activity to identify proactive intervention to improve the usage of the solution

Skills Required -

Strong oral and written communication and interpersonal skills

Digital savvy and comfortable with web and mobile application and workflow usage

Problem solving mindset and strong analytical skills

Ability to present in person and online to a small to midsize group

Any graphical design, marketing or brand management skills are a big plus

Ability to work from noon to approximately 9 PM to cover Eastern US time zones

Interview process - Face-to-Interview

Looking forward to hearing from you.

Regards,

Sukanya Bansode