

At Carnegie Technologies we bring together the best and the brightest to challenge the status quo and develop real, revenue-generating communications products that take advantage of the fundamental shifts in the communications technology ecosystem. Founded in 2010 following a successful 20-year history operating wireless networks and developing adjunct communications products, Carnegie Technologies is a communications company with industry experience and engineering teams on two continents. We have deep expertise in software development for mobile devices and cellular core network operations, that we now leverage to drive the development of the next generation of communications technology such as connectivity expansion to remote areas, network performance enhancements, and the world's only comprehensive out-of-the-box IoT solution.

Carnegie is a rapidly growing company driven to make new and exciting technology. We offer competitive pay, great benefits and a place to grow along with our quality products. We operate in a fast-pace but casual and collaborative work environment.

Our office in Belgrade is seeking to hire the right person for customer care. If you want to join our team of enthusiasts of all professional backgrounds, we would gladly welcome you on board!



Customer Care

Are you someone who has prior experience in the field of customer care/support?

Have you ever heard people describing you as a problem solver or someone who simply "gets people" and their needs? Someone who's passionate about helping others and enjoys being a part of their adventurous journey to their successful solutions?

Have you ever found yourself thinking about dwelling in the field of IT and thinking about how you can be a part of it?

If you answered to the questions above with "Yes. Okay, yes? Yes!" or if you are someone who strives to become one (though some experience is mandatory), you just might be perfect for this job!

With us, every day will bring something different and exciting which will help you grown your interpersonal communication skills and become a customer care expert!

PERSONAL

- ◇ Experience in support of finance and banking customers
- ◇ Strong written and verbal English
- ◇ Good communication skills with both technical and non-technical audience
- ◇ Customer oriented and responsible attitude
- ◇ Analytical mindset and attention to detail
- ◇ Proficient computer skills (MS Office, Internet browsers)
- ◇ Passion for IT industry

EXPECTATIONS AND RESPONSIBILITIES

- ◇ Manage customer requests via chat, call and e-mail

- ◇ Detailed knowledge of the product
- ◇ Detailed knowledge of customer care materials and procedures
- ◇ Active improvement of material for customer support
- ◇ Readiness to work in shifts
- ◇ Communication with our QA team
- ◇ Participation in quality assurance tasks

WHAT WE OFFER

- ◇ Paid training
- ◇ Competitive salaries
- ◇ Private Health Insurance/Pension funding
- ◇ Possibility for remote work with prior agreement
- ◇ Free fresh fruit, tea and coffee in the office
- ◇ Possibility for professional growth in the field of QA and customer care
- ◇ Dynamic and inspiring working environment

Find out more about us at:

www.carnegietechnologies.rs