

USER OPERATION - PART-TIME OR FREELANCER

About CH-Resource Vietnam

Founded in 2014, CH Resource Viet Nam is a market-leading platform for access to Digital Super Wallet.

Headquartered in Singapore, we specialize in on-and-off ramp services for Digital Super Wallet with local currencies, and we are present in multiple countries across the Asia Pacific.

Our platform was founded by Singaporean entrepreneurs, and we are backed by prominent investors from Silicon Valley such as Tim Draper, Josh Jones, as well as established venture capital firms such as Boost VC.

Key Responsibilities

- Verify customer documentation and guide them through the onboarding process.
- Provide accurate, valid, and comprehensive information via ticket system or live chat
- Highlighting processes that can be more customer-centric
- Follow communication procedures, guidelines, and policies
- Support customer liaison, be able to judge and accurately locate customer problems
- Manage complaints, provide proper solutions and options within the time limits; follow up to secure resolution
- Deepen understanding of the company's platform to provide adequate assistance.
- Ability to identify and relay critical issues and bugs that requires immediate attention to the respective teams.
- Documentation of common inquiries, feedbacks, and complaints.
- Suggest improvements in procedures that will improve efficiency in handling customer experience.
- Other ad-hoc duties assigned.

Requirements

- All people-oriented personnel is welcome.
- Ability to work interdependently with colleagues and is highly self-motivated.