

- Proactive and positive with a passion for continually improving customer success function.
- Willingness and open-mindedness to learn in a new environment and domain.
- Proficient in written and customer relation skills to resolve customers' inquiries.
- Ability to demonstrate patience and professionalism when dealing with challenging situations.
- Ability to empathize with customers and educate them about the nature of our business.
- Meticulous to details and transaction issues. Technology savvy in dealing with cloud-based platforms.
- Passionate for the customer service industry and can accept to work under different work shifts, including night shift, including weekends and public holidays, and OT if needed

ATTITUDE

- Contribute to the team culture in a positive manner and customer-central mindset
- High level of honesty and integrity.
- Proactive and meticulous.
- A sense of responsibility and teamwork spirit
- Ability to work under pressure, strong communication skills, and exceed beyond expectation
- Positive about the crypto industry
- For Freelance application (User Operation Associate) same requirements and responsibilities as above but you will be under a 2-month contract only.

Benefits

Being a part of CH Resource Vietnam, you will experience a youthful, flexible and creative work environment!

Wage: 40.000 VND/hour or higher.