

CUSTOMER SUPPORT AND SUCCESS SPECIALIST

Permanent contract, Location: US, Los Angeles, Full time, Start date: ASAP

Delair

Delair is one of the world's most experienced provider of drone-based solutions combining its high performance, long range UAV hardware with sophisticated analytics technology and operational services. We enable enterprises to monitor and digitize their physical assets from the air and turn the collected data into valuable business insights. Our solutions are used globally by customers in industries such as utilities, construction, agriculture, transportation, mining and oil & gas.

By joining Delair, you will participate in what is broadly recognized as the biggest technological paradigm shift of our generation: the digitization of the physical world. The combination of drones, Cloud-based services, AI (Artificial Intelligence) and Machine Learning, makes Delair a pioneer and leader in shaping tomorrow's technology landscape.

It is in technical excellence and perpetual innovation process that we recognize ourselves.

This is why we encourage pioneering ideas and incent our teams to develop their creativity.

As a young, energetic and highly motivated team, we work in a stimulating and pleasant working environment. Dedication and innovation are rewarding and rewarded, giving you a unique opportunity to gain valuable and challenging experience in a rapidly growing business with passionate and easy-going enthusiastic people.

Job description

As part of the customer support and success Department, you will be based at Delair America offices and be responsible for Latin American Delair customer's support and success.

Your missions

Your main missions will be to:

- Providing prompt, efficient, detailed, customer-oriented service to Delair customers by collecting all required information & realizing a first technical diagnostic.
- Understand and solve technical issues reported by our customers; ensuring that they always receive friendly, helpful, and efficient support in a timely manner when issues occur.
- Help and advise our customers on Delair products and platform to ensure their success.

Your responsibilities will include, but will not be limited to, the following:

- Provide customer support in the troubleshooting and diagnosis of technical and operational complex issues.
- Use general knowledge, product schematics, data stored in knowledgebase, and other sources of information to provide excellent solutions that result in improved customer satisfaction.
- Provide updates to knowledge database used by other company representatives with new troubleshooting information discovered in the resolution of customer calls.
- Being a voice and advocate for our customers when something doesn't feel right or can be improved.
- Being a voice and advocate for Delair in front of our customers
- Actively seeking solutions to customer needs, communicating trends to leadership, and suggesting innovative solutions on behalf of the customer experience.
- Assisting with customer communication during product launches and support events.
- Making sure internal knowledge documentations are updated.

The Profile

We are looking for people with a technical support and customer success background, with experience in engineering or aeronautics industry or in aerial photogrammetry processing.

QUALIFICATION AND SKILLS

- A minimum of 2 years' experience in Engineering and/or Aerial Photogrammetry processing.
- Strong software, electronic and flight operation technology knowledge base.
- Aerial Photogrammetry processing skills.
- Fluent in English and Spanish (capable to express himself/herself in a Professional work environment)

ATTRIBUTES

- Capable to quickly learn and understand the drone's systems and software platforms
- Analytical and synthetic thinking, able to understand technical issue and to provide efficient support: "If there is a problem, I have a solution" attitude.
- Strong analysis, judgment and problem-solving skills.
- Empathic person, passionate about solving problems and helping customers to succeed.
- Work independently, effectively prioritize and manage your time.
- Autonomous. Ability to work remotely from headquarter
- Ability to summarize technical customer issues into notes that are readable by other parties.
- A drive to dig into the details of a system or process to solve customer problems.
- Ability to train customers
- Ability to follow customers accounts
- Desire to continuously learn, adapt and work in a fun, fast-paced environment
- Detail-oriented. Supremely well-organized with attention to detail.
- A Team Player. Ability to work effectively and cross-functionally both internally and externally.

