

Customer Success Trainee at Hanmak Technologies Ltd

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

Job Description

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Hanmak Technologies was formed with an inspiration to offer custom-made software solutions and customer tailored services to businesses and other organizations in Kenya and around the region. Its birth was as a result of the need in the market for local software solutions that would solve local business problems. With its entry in the market with a locally developed advanced Hospital Management System as one of its major products, Hanmak Technologies is emerging as the face of modern innovation and techno – savvy, empowering business and operations. With the company's ability to understand customer need, develop and master latest technology, it is therefore accordingly positioning itself to be a major provider of IT solutions to organizations.

Requirements & Skills

Excellent verbal and written communication skills

Ability to think fast and logically

Professionalism and dependability

Willingness and ability to learn and adapt fast to work requirements

Ability to maintain stable performance under pressure or opposition

Willingness to travel both locally and internationally

Customer focus

Good understanding of Linux and Windows operating systems

Excellent presentation skills and ability to demonstrate the workings of ERP software

Knowledge in cloud computing and associated platforms and technologies

Knowledge and good understanding of databases such as MySQL, PostgreSQL, Ms Server, Oracle etc

Skills and interest in internet research

Graduate in IT, BIT, Computer Science, or related discipline

Key Responsibilities

Providing comprehensive and accurate product information to customers

Conducting comprehensive software demos to customers

Gathering customer requirements and understanding their specific needs

Deploying and configuring application instances and training customers

Creating content around company's solutions and managing email campaigns

Providing proactive software support in person, via telephone and internet

Creating different types of SQL reports using Fast Reports & Crystal Reports tools

Providing Preparing software technical documentation and user guides

The Customer Success Trainee will be expected to fulfil additional duties as assigned

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