* Org – Aeris Communication
* Job location – Chennai
* Vacancy -1
* Exp – 3Y-6Y
* CTC – 5-6LPA
* Qualification – Any graduation
* Alt contact - 7701937916

JD –

* Taking ownership of customer issues reported and resolving the same
* Pre sales support for sales team. Working with customer and sales team for requirement gathering, preparing SRS
* Attending Customer meetings
* The candidate is willing to travel out to the customer's place for meetings
* Proactively working with customer for new requirements and opportunities, adding new revenue from the existing customer
* Act like point of contact for all the support and operational related issues
* Providing product training to the customers
* Talk clients through a series of actions, either via phone, email or chat, until they’ve solved a technical issue
* Engaging with sales team for finalizing commercial and BOM
* solution design, API integration and customization
* Responsible for SPOC
* Day to day coordination with engineering/development team and QA/Testing team on all upgrades and new releases bug fixes, patch release, versions and so on
* Providing value added support and reports to customers by analyzing the backend raw data and application/product