

CUSTOMER SERVICE REPRESENTATIVE – Issaquah, WA

Are you looking to apply your knowledge of technology while constantly improving upon your communication skills, all while working with a growing small business operating globally? Trade Tech Inc. in Issaquah, WA is looking for motivated professionals to join their Customer Advocacy team. You will provide assistance and support for incoming queries and issues related to the system software and respond to inquiries via a ticketing system and over the phone.

About Trade Tech

Trade Tech Inc., based in Issaquah, WA with offices located around the globe, specializes in creating software solutions for the international logistics industry. Trade Tech's logistics and technology experts have created world-class applications linking sales, operations and accounting processes into a single environment. These applications are proven to help streamline freight forwarders' and shippers' supply chains, cut total transportation costs, manage exceptions, deliver visibility, and provide higher levels of customer service to help you compete in today's complex logistics environment.

Trade Tech also offers a full-service data entry option to support software deployment so that companies can focus on what matters most to them and their customers: expediting their cargo and supporting their customers. The combination of software and service is what distinguishes Trade Tech from other software providers. Trade Tech's Internet-based supply chain and transportation solutions are the most innovative applications in today's marketplace. Trade Tech licenses and delivers applications via the Internet, creating a seamless process by which companies and their clients can access Trade Tech's transportation and supply management tools anywhere in the world.

Basic Responsibilities:

- Analyze customer issues, determine causes, and initiate corrective actions.
- Analyze all issues of customers and new products and advocate appropriate resolutions to and from management.

Daily activities include answering customer inquiries, testing new code changes before deployment, responding to customer support tickets and collaborating with customer set ups.

Must Haves:

2+ years of experience working in an IT focused job or a 4 year degree in Information Systems.

Strong interpersonal skills, comfort dealing with Microsoft programs, problem solving, multi-tasking, information analysis, conflict resolution, internal drive to succeed



Preferred Skills:

Knowledge of software development life cycle practices to include software troubleshooting/testing experience.

Experience working within an online ticketing system

Experience in the global trade and/or logistics industry

Knowledge of basic accounting principles and terminology

Optional:

Proficiency in another language (predominantly Japanese, Chinese, French, or German)

Experience using online training/meeting/screen share webinar programs like Zoom.

Technical writing skills

Contact Information:**Tom Lloyd**

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