

## **CUSTOMER SERVICE REPRESENTATIVE – Issaquah, WA**

Are you looking to apply your knowledge of freight forwarding and logistics working with a growing global technology business? Trade Tech Inc. is looking for motivated professionals to join their Customer Advocacy team. You will receive inquiries via phone, email, and a ticketing system, then work collaboratively with customers and management to deliver cloud-based software solutions.

### **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 maintain an agile advantage in today's complex and competitive 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 both 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 simultaneously and collaboratively from anywhere in the world.

### **Basic Responsibilities:**

- Receive customer issues, determine causes, and initiate corrective actions.
- Analyze all issues of the 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. Other activities include customer training sessions via web meetings and creating system user manuals from time to time.



**Must Haves:**

2+ years of experience working in a freight forwarding, shipping, or customs brokerage focused job

4-year degree

Strong interpersonal, conflict resolution, problem solving, and multi-tasking skills

Information analysis, organization, and standardization

Experience with Microsoft Office programs (especially excel), project management

Internal drive to learn and succeed, initiative, integrity

**Preferred Skills:**

Experience with logistics technology

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

Experience in the global trade and/or logistics industry

Experience working within an online ticketing system

Experience with SQL and basic coding

Knowledge of basic accounting principles and terminology

**Optional:**

Proficiency in another language (preferably: Chinese, Japanese, French, Spanish or German)

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

Technical writing skills

