

Finastra

Romania

Junior Functional Customer Support Advisor

Finastra - București

- o University degree in Finance, Economics, preferably the Academy of Economic studies (Romania) or relevant experience in the capital markets/financial software field.
 - o Basic understanding of financial products and capital markets
 - o Strong English communication skills, both written and verbal. English certificates Cambridge, TOEFL, IELTS are a plus
 - o Commitment to customer service - willing to go the extra mile to provide excellent service. Customer support experience is a plus.
 - o Attention to details, stability, as well as responsibility
 - o Ability to work independently as well as part of a customer facing team
 - o Able to work in a multi-cultural and multi-sites team
- What will you contribute-

Working as part of the Customer Support team, and reporting to a local Team Leader, this role is the key interface between Finastra clients on one side and R&D organization on the other side, contributing to the overall delivery of software and services to ensure a world class customer experience. The holder of the role is a functional specialist, responsible for handling and resolving the raised issues in the shortest time possible. For software related issues, he/she is responsible for replicating client issues through regression scenarios and providing his/her analysis to Product Center for resolution, while suggesting a workaround to the client in the interim. If not deemed a software bug, then the holder suggests a solution to the client to resolve their issue. At times, he/she may be called upon to do testing on beta deliveries or fixes.

Your deliverables as a member of the FusionInvest Customer Support (Bucharest) team include (but are not limited to) the following:

- o Respond to various customer requests of low/medium/high complexity, being able to understand the reported issue
 - o Reproduce issues on the local environments, searching for potential workarounds to minimize client downtimes with the assistance of senior colleagues when necessary
 - o Updates clients on the progress towards issue resolution, including tracking issues sent to other
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