



## Customer Support Analyst II

### About Us

Nuqleous, a fast-growing startup in the retail analytics space, is seeking an experienced and tech-savvy Customer Support Analyst to join our team. You will focus on providing friendly, professional, consultative support while investigating complex inquiries and technical issues. You will also assist the Customer Success team with maintaining knowledge bases, reporting bugs, and escalating tickets to ensure our customers receive the best possible support.

### Qualifications Statement

While having “desired” qualifications makes for a strong candidate, we encourage applicants with alternative experiences to apply. If your career is just starting or hasn't followed a traditional path, don't let that stop you from considering Nuqleous. We are always looking for people who will bring something new to the table!

### You will be:

- Customer-focused and empathetic, appropriately responding to questions and concerns while connecting with enterprise customers, ensuring the effective use of Nuqleous products.
- Be the customers advocate, understanding their unique needs and potential product enhancement ideas
- Acting as a mentor on the team, assisting peers with their growth of product and technology knowledge.
- Performing in-depth troubleshooting of complex and sometimes critical issues reported by customers
- Taking ownership of said issues and seeing them through to resolution
- Reporting reproducible bugs and escalating issues impacting customer success while collaborating with cross-functional teams as a customer advocate to resolve issues
- Working closely with Customer Success Leadership to help improve processes and workflows to enhance customer experience
- Understanding customer enhancement ideas for driving product development

- Assisting with the maintenance of knowledge bases and creating customer-facing documentation
- Integral part of net revenue retention

**Your Work Experience:**

- 3 to 6 years of demonstrated experience supporting and troubleshooting mission-critical software applications.
- Strong time and project management skills and the ability to assess urgency and set priorities.
- Experience with Excel, including the use of formulas and pivot tables
- Good working knowledge of algorithms and data structures, experience with SQL is ideal
- Working experience with HubSpot, Zendesk, JIRA, or similar ticketing systems
- Excellent communication and interpersonal skills
- Experience working independently and with team members in different geographic locations and time zones.
- High School Graduate with some college

**Nice to Have:**

- Prior experience in the Consumer-Packaged Goods industry, that would be a huge plus.
- Prior experience with Snowflake and MS Database
- Experience assisting junior-level team members while providing coaching and guidance to aid in their development.