Job Description – KeyValue Software Systems

Customer Support

Primary Focus: Provide front-line assistance and resolve customer issues.

Key Responsibilities:
- Analyse technical issues using product logs, dashboards, and other monitoring tools - Develop a deep understanding of product features and functionality
- Offer empathetic, timely support and maintain high customer satisfaction - Escalate complex issues to relevant teams if needed
- Document common issues and solutions for the knowledge base
- Clearly communicate technical solutions in non-technical language

Additional Requirements:
- Strong communication and problem-solving skills
- Ability to work on-call or flexible hours if required
- Comfort navigating software interfaces and using logging/monitoring tools - Ability to interpret error messages and system logs to pinpoint issues

Customer Success

Primary Focus: Ensure ongoing customer satisfaction, product adoption, and growth.

Key Responsibilities:
- Develop a deep understanding of product features and functionality
- Onboard new customers, guiding them through initial setup and best practices - Drive product adoption through demos and training
- Identify upselling opportunities for new features
- Conduct regular check-ins and build long-term relationships
- Offer empathetic, timely support and maintain high customer satisfaction - Escalate complex issues to relevant teams if needed

Additional Requirements:
- Strong relationship-building and communication skills
- Analytical mindset to identify opportunities for product adoption

- Collaborative spirit to coordinate with Sales, Product, and Marketing teams

Pre-Sales

Primary Focus: Drive new business by prospecting leads and showcasing the product's value.

Key Responsibilities:
- Source and qualify leads through market research, networking, and inbound/outbound strategies
- Conduct cold calls and schedule product demos or discovery sessions with potential clients -
Deliver compelling pitches, highlighting key product benefits and ROI
- Gather client requirements and collaborate with Sales/Engineering teams to refine solutions

Additional Requirements:
- Persuasive communication and presentation skills
- Resilience and persistence in lead follow-up
- Basic technical understanding to address preliminary product questions

Sales Executive

Primary Focus: Drive revenue growth by converting qualified leads into customers and building strong client relationships for the CoFee product.

Key Responsibilities:
-Engage with qualified leads from marketing, pre-sales, and inbound channels to initiate sales conversations
-Understand customer requirements and present appropriate product solutions through demos and discussions
-Conduct regular follow-ups and support the closure of sales opportunities -Prepare proposals, share pricing details, and maintain accurate records in CRM tools -Meet assigned sales targets while building strong, long-term customer relationships

Additional Requirements:
-Strong communication and negotiation skills with confidence in calls and demos -Interest in sales with ability to clearly explain product value
-Goal-oriented, quick learner with basic CRM or SaaS exposure