



Job Description – CoFee (KeyValue Software Systems)

Customer Support Executive - Trainee

About KeyValue

KeyValue is a trusted product engineering partner for Start Ups & Scale Ups - unlocking their passion, developing ideas, and creating abundant value to all stakeholders in the ecosystem.

About CoFee

CoFee is a fintech platform developed by KeyValue that helps institutions including dance academies, sports academies, tuition centres, play schools, coaching centres, Gym centers and schools streamline their fee collection and manage recurring payments efficiently. Our platform offers automated payment reminders, WhatsApp-based payment links, and seamless integration with payment gateways enabling direct settlement to institution accounts.

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