

Job Title: Client Support Executive

Job Code: CSE01

We are looking for a highly motivated and customer-focused **Client Support Executive** to join our team. You will be the first point of contact for our customers, helping them resolve issues, guiding them through our product features, and ensuring a smooth experience throughout their journey. This is a cross-functional role that requires coordination with the Product, Engineering, and Sales teams.

Key Responsibilities:

- Provide first-level support to clients via email, chat, and phone.
- Troubleshoot user-reported issues and provide timely resolution or escalate to Level 2/Engineering.
- Educate customers on product features, updates, and best practices.
- Monitor and respond to support tickets using a CRM or helpdesk tool (e.g., Zendesk, Freshdesk).
- Maintain a high level of customer satisfaction by ensuring timely communication and resolution.
- Log bugs or feature requests and collaborate with the Product team for feedback loops.
- Prepare and update knowledge base articles, FAQs, and help documentation.
- Assist with client onboarding and product walkthroughs, if required.
- Identify recurring customer issues and suggest improvements to the product or processes.

Requirements:

- 3–4 years of experience in a customer support or client-facing role in a tech or SaaS company.
- Strong communication skills (both written and verbal).
- Tech-savvy with a quick ability to learn software tools and systems.
- Ability to understand customer problems and offer logical, empathetic solutions.
- Familiarity with support tools (e.g., Zendesk, Intercom, Jira, HubSpot).

© Copyright PALS Edutech Private Limited (MarinePALS)



- Basic understanding of web technologies (e.g., browsers, APIs, SQL) is a plus.
- Ability to diagnose and troubleshoot basic technical issues.
- Familiarity with Remote Desktop access using tool like Team Viewer / ScreenConnect.
- Excellent problem-solving and communication skills.
- Ability to provide step-by-step technical help, both written and verbal.
- Ability to work in shifts (if required) or flexible time zones for global clients.

Preferred Qualifications:

- Bachelor's degree in Computer Science, IT, or related field (not mandatory).
- Exposure to SaaS products, CRM platforms, or ERP systems.
- Experience working with ticketing systems, documentation platforms, or knowledge bases.
- Multi-language support skills (if dealing with global clients).

About Us

Our mission is to prevent harm to people, environment, cargo or ship, through education and training of

seafarers. We aim to do this through Micro-learning videos, Gaming apps for learning and Virtual Reality

programs, Mentoring online.

We also provide CBT's, Webinars and long form courses where required. We specialize in making customized

content as required by clients, especially in the field of re-creating incidents to learn from them.

Our Digital Learning Management System is a comprehensive platform for managing the entire content in a way that allows the training department and the HSE departments to monitor the progress of every seafarer. Extensive analytics are available to encourage a learning mindset for the entire organization.