

### Who we are

Client Savvy works with professional services firms to Design, Implement and Measure Client Experience programs. We work with our clients to improve relationships, design new processes, and use the data to make their challenging goals a reality.

We are in the midst of major improvements to our mature SaaS application, [Client Feedback Tool](#). We're greatly re-imagining our software to better help our clients achieve their objectives while driving adoption and revenue retention. We are looking for a motivated individual to join our small but growing team to solve technical challenges with our support, success, and product teams.

### Who you are

You're a problem solver with experience in a variety of technical environments. You are responsive, and always asking, "How can I help?" You are a strong and tactful communicator, able to meet with clients and team mates to create a great client experience. You love being responsive and solving puzzles, and thrive when your day is unpredictable.

### Responsibilities for the role

- Act as the go-to engineer between client operations and product team when high-priority bugs and issues are escalated
- Engage support and success teams to understand the problem and communicate expectations for a fix
- Augment QA team to perform real-time testing when issues are difficult to reproduce
- Repair defects in existing code, or escalate issues to senior developers for resolution
- Communicate and/or meet with clients to answer questions and reach a solution
- Types of issues we often see:
  - Mail delivery (SPF, DKIM, mail relay)
  - API troubleshooting for automated survey sending and integrations with third-party platforms
  - Database updates (merging or updating contacts, projects, companies, etc.)
- When additional support is required, engage our IT service provider: create support tickets and manage communication until resolved
- Identify opportunities to improve efficiency in our internal systems and processes - creating documentation, automating tasks, etc.
- Semi-annual in-person meetup with product team in Bulgaria or nearby

### Qualifications

- Bachelor's degree in relevant discipline OR equivalent years of experience
- 3+ years of experience as a software engineer, IT, quality assurance, or similar
- Technical knowledge related to APIs, integrations, databases, and/or software architecture
- Ability to manage your time well and follow-through to reach a solution
- Experience with .NET Webforms and Core, MS SQL, JavaScript
- Strong interpersonal skills to build rapport with clients, colleagues, and leadership
- Decisive, while remaining clear and kind
- Curiosity, ability to ask good questions and get to the root of the problem quickly
- Effective communication in English (written and spoken)
- Must be able to work from home / remote

### Compensation & Benefits

- Permanent full-time contract
- 2,500 - 4,200 BGN monthly gross pay depending on experience
  - \$1,500 - \$2,500 USD
- Annual profit-sharing bonus
- Flexible schedule
- Unlimited paid time off
- Skillshare membership to support your learning goals
- Professional development opportunities

To apply, send your resume / CV to Ryan Suydam, Chief Experience Officer and founder, Client Savvy ([ryan@clientsavvy.com](mailto:ryan@clientsavvy.com))