LimeSpot Solutions Inc.
Customer Success Specialist Intern

Company Overview:
LimeSpot (limespot.com) is an AI technology company, founded in 2013 in Victoria, BC. We are currently a small enthusiastic team with offices in Vancouver and San Francisco enjoying fast growth and great customer traction.

We have created an eCommerce conversion data network powered by advanced Machine Learning, Linguistic Analysis and other proprietary algorithms to dynamically tailor the online shopping experience for each individual. By combining the power of profile (e.g. Social Networks, CRM, loyalty), along with behavioral and trend analysis, LimeSpot showcases highly relevant products to each customer in order to turn more shoppers into buyers. Our technology has proven to significantly increase the basket size, conversions and ultimately store revenues.

Role Overview:
As a Customer Success Specialist Intern, you will be primarily responsible for direct customer success. This will require you to provide appropriate technical and/or business support to handle customer support requests/issues on a daily basis by troubleshooting solutions and educating them on LimeSpot products, features, and new updates.

Key Responsibilities:
- Work closely with LimeSpot’s technical team to answer client questions, troubleshoot problems and propose recommended solutions for better application performance.
- Assist with the design, update and implementation of support processes.
- Issue management and consolidation of ideas and suggestions for application improvements.
- Monitor existing and prospective client status to create personalized content for communicating with them.
- Writing knowledgebase articles and documentation for new LimeSpot product features and functionality.
- Assisting with the development of a personalized and measurable approach to growing and retaining clients.
- Communicating new product developments to existing and prospective clients.
- Contribute to the learning environment by identifying areas where there is potential for learning and building knowledge with others.
- Follow-up on new business opportunities.
Skills & Capabilities:

• Proven self-starter and motivated by team success.
• Excellent written and verbal skills.
• Tenacious entrepreneurial solution-finder who conquers ambiguity with learning, innovation, initiative and creativity.
• Organised CRM user with good attention to detail that can effectively manage all client communications.
• Willingness to learn and take responsibility for staying informed and up to date with industry knowledge.

Education and Skills:

• Currently taking a degree in Business, Computer Science or a related field
• Knowledgeable in Web, HTML and CSS is a plus.

Term:

Initial 4-8 months work term.

How to Apply:
Send your CV and a cover letter to ryang@limespot.com.