PickMe™

Be a part of our team as a
Branch Executive - Colombo

Key Responsibilities

- Provide technical support to drivers and customers who visit the branch office with issues.
- Troubleshoot and resolve technical problems on both Android and iOS platforms.
- Assist customers with account setup, app navigation, and troubleshooting inquiries.
- Communicate effectively with customers to understand and resolve their technical concerns in a timely manner.
- Collaborate with the IT, technical and development teams to escalate and resolve complex technical issues within given deadlines.
- Maintain accurate records of customer interactions, technical issues, and resolutions.
- Stay updated on features and updates of related mobile applications to provide accurate assistance to users.
- Contribute to the improvement of customer support processes and procedures.
- Prepare reports and provide analytical information as instructed by the management.

Qualifications

- Bachelor's degree in Information Technology or related field preferred.
- Minimum of 2 years of experience in a technical support role, preferably in a similar industry.
- Verbal & written proficiency in both Sinhala and English languages is required (Proficiency in Tamil language would be an added advantage).
- Strong technical aptitude with a deep understanding of mobile phone technology.
- Excellent problem-solving skills with the ability to diagnose and resolve technical issues efficiently.
- Experience with troubleshooting mobile applications on both Android and iOS platforms.
- Exceptional communication and interpersonal skills with a customer-centric approach.
- Ability to work independently and collaboratively in a fast-paced environment.
- Previous experience in a customer-facing role is an advantage.

PickMe promotes equity, diversity, and inclusion. We believe a diverse workforce aligns with our growth goals and promotes inclusion. If you need support or have access requirements please inform us during your application to assist you in the recruitment journey.

Apply Now!

Send your CV to **careers@pickme.lk**