

# Panama Jobs Expertini®

## Tech Support Agent

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Location: Panama

Category: other-general

## Tech Support Agent

Req ID#: 382249

Panama, Panama, PA

Job Description:

### Job Summary

**Job description:** Tech Support Agent

**Language:** Advanced English

### Requirement:

Research information using available resources and tools to respond to customer inquiries and/or requests.

Manage and resolve customer complaints.

Provide customers with product and service information. Disclosure of terms of agreement for said products or services.

Enter new customer information into the system.

Update existing customer information.

Identify and escalate priority issues.

Route calls to appropriate resources.

document call information according to standard operating procedures.

## Benefits :

Job stability.

Growth opportunities.

Medical insurance.

Private life insurance.

Referral bonus program.

Discounts at restaurants, universities, gym membership.

## About Us

**Job Segment:** Technical Support, Technology, Customer Service

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