



Sales Support Officer (SSO) - Intern

We are MassiveGrid, a global high-end Service Provider, with more than 15 years of hands-on experience in the fields of high-availability service hosting, turn-key service solution and development. Our services are designed for demanding clients that run Business-Critical Services or need high performance and large network capacity.

We are looking for a self-motivated student focused on a sales development career path:

Your responsibilities will include:

- Handle sales tickets and manage customer orders.
- Follow up with customers for administrative purposes and about their order status.
- Provide troubleshooting assistance for orders, account statuses.
- Participate in monitoring sales performance through sales tracking tools.
- Record sales trends and liaise with managers and marketing team to develop sales strategies
- Report any unusual activity to the supervisors.
- Participate in monitoring the performance of the sales chat team.
- Handle customer queries on social media platforms.

Knowledge & Skills:

- Communication and interpersonal skills.
- Ability to multi-task and quickly switch your focus.
- Familiarity with business software (Microsoft Office etc).
- Fluent English (written and spoken).
- Positive attitude with a growth mindset.

We Offer:

- Fully remote options.
- Access to books, online courses and relevant educational resources.
- Being part of a workplace that offers continuous learning and development and incredible opportunities to upgrade your career.

Visit our site www.massivegrid.com to learn more about our company.

If you are ready to practice in a dynamic environment with prospects for development please send a direct mail to internships@massivegrid.com with your CV! We're looking forward to meeting you!