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Job Description

Job Title:

Product Expert

Summary:

As part of our Support team you will help us continue to deliver industry leading customer service by providing second line functional and technical support to our existing customers on the Dolphin product range, working with the Customer Support team to resolve 2nd Line issues or escalate them further if required.

Also, as part of the Customer Delivery team, you will be required throughout multiple simultaneous project lifecycles to provide support to new Dolphin Dynamics customers and existing customers when they extend their product range, during the implementation phase.

Responsibilities:

- Updating cases logged by Customer Support with full details of the solution and working closely with Customer Support to relay the solutions to the end customer
- Researching more involved cases, including analysing log files/XML requests/interface files, testing different behaviour, running SQL queries against customer databases
- Assigning more involved cases to the appropriate team with the expertise required to further investigate the case
- Logging bugs in the company's bug tracking system when a case is validated as a bug
- Looking for patterns in the cases being logged to help identify widespread issues
- Serve as the main point of contact for any functional queries new customers have in relation to the product they are implementing
- Walking new customers through the pre-installation checklist
- To lead progress meetings with the customer to ensure all issues raised during the implementation are resolved as project priorities change
- Providing onsite "go live" support, and additionally a customer onsite review, 6 months post go live.
- Attend Sales handover meetings, Project kick off meetings and weekly project meetings
- Handover live projects to Customer Support with any supporting process documents at an agreed point after go live
- Attend Project retrospectives to ensure our customers receive the best possible implementation experience

- Configure and train products which don't require the training department participation
- Configure Product connectors and Payment gateways.
- Providing dedicated support for individual customers (such as 'In Distress' customers)
- Generating both customer-specific and product-orientated documentation for internal and external consumption

Minimum Education/Experience Requirements:

- At least two years in a customer service-oriented role
- At least two years working in a travel agency, tour operator or travel technology company
- Experience providing functional or technical support on travel technology highly desirable
- Experience with Dolphin Dynamics products highly desirable
- GDS training highly desirable
- Bachelor's degree desirable

Knowledge, Skills and Abilities:

- Thorough understanding of how travel agencies operate from both a front office and back office perspective
- Confident in dealing with customers over the phone and in person
- Excellent troubleshooting and analytical skills
- Microsoft Windows and Office proficiency
- SQL skills highly desirable
- Self-motivated and capable of working successfully under minimal supervision
- Able to thrive in a small, fast moving, fluid, and demanding organisation
- Excellent written, verbal, and telephone communication skills
- Fluency in English is essential and proficiency in other languages desirable
- Team player
- Willingness to travel to customer sites periodically

Training:

- Functional and technical training will be provided on the company's software products
- User training on the company's CRM system will be provided

Contact:

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