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User Management Advisor

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Company: BIGO TECHNOLOGY PTE. LTD.

Location: Maslak

Category: other-general

BIGO LIVE was founded in March 2016. BIGO LIVE is a leading mobile live stream APP where users live broadcast their life moments, show their talents, interact and send virtual gifts in real-time, and enjoy fun live sessions with people worldwide.

BIGO LIVE has over 200 million users globally in over 80 countries and regions and is currently the market leader in the industry.

Tasks

- 1 . Provide comprehensive knowledge of products, industry trends, and professional services to SVIP users. Assist SVIP users with all customer service inquiries via messaging apps and direct messages (DM).
- 2 . Gather insights about SVIP users through surveys, interviews, and other methods.
- 3 . Cultivate and nurture relationships with SVIP users, establishing open channels of communication and serving as a trusted advisor.
- 4 . Complete tasks assigned by the line manager efficiently and effectively.

Requirements

- 1 . Proficiency in both English and German languages.
- 2 . Prior experience in customer service or consultancy is preferred.
- 3 . Enjoy engaging with customers on a deeper level and capable of exceeding customer

expectations.

- 4 . Strong interpersonal communication skills and a keen understanding of specific cultures.
- 5 . Ability to multitask and thrive under pressure.
- 6 . Ability to embrace a mid-shift schedule spanning five days per week, ranging from either 4:00 PM to 12:00 AM or 5:00 PM to 1:00 AM, accompanied by additional allowance and work-from-home privileges. Openness to flexible weekend arrangements and adaptability to shifts changes is essential.

BIGO Technology (BIGO) is one of the fastest-growing Singapore technology companies, with more than 30 offices and 6 R&D centres around the world. Powered by Artificial Intelligence technology, BIGO's RTC (Real Time Communications) based products and services including Bigo Live (live-streaming) and Likee (short video) have gained immense popularity, with around 400 million monthly active users in more than 150 countries.

BIGO is dedicated to connecting the world and to enable everyone to share their beautiful moments. With a vision to be a content platform that inspires one billion people's lives, BIGO aims to empower a new generation of users with an exciting new social language where they can showcase, discover and stay connected in a positive and creative online environment.

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