



**Are you interested to work abroad?**

**Apply now for a Customer Support Representative position in SYKES Romania!**

SYKES is a global leader in providing outsourced customer management solutions and services. We serve mainly the leading Fortune 500 corporations. Worldwide we have over 51,000 employees.

I am SYKES. Are you?

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**Customer Support Representative – Czech & Slovak team**

Location: Cluj Napoca, Romania

Type of the job: Indefinite period of time

**Responsibilities:**

- Answering phone calls and e-mails in Czech /Slovak language
- Solving technical problems related to the supported Samsung products
- Administration of all cases using the given system
- Follow up unsolved cases, helping other colleagues in technical questions

**Requirements:**

- Proficient in Czech or Slovak
- Good English skills
- Excellent communication skills
- Previous experience in customer service or IT field is preferred
- Good organizational skills
- PC Literate
- Ability to multi-task while speaking with the customer

**We offer**

- Career and professional growth opportunities
- Friendly and multicultural work environment
- Professional trainings

**If you are interested in the position, please send you CV at [teodora.crisan@sykes.com](mailto:teodora.crisan@sykes.com)**