

# **Application Support Executive**

## **About the Company**

[Directi](#) comprises of a group of tech businesses owned, operated or invested in by [Bhavin Turakhia](#) and/or [Divyank Turakhia](#). The Group boasts of multiple business units that are run independently by their respective management teams.

The Directi portfolio companies comprise of [Radix](#), [Ringo](#), [Flock](#), [Zeta](#) and [Codechef](#). [Media.net](#) | One of the largest ad-tech companies worldwide, owned by Starbuster TMT Investments, leverages the Directi brand and culture for recruitment in its India offices.

Across these businesses, Directi employs 1600+ people across 8 offices, with over 9 million customers, revenues of over \$250 million and a group enterprise value of over \$1.4 billion. With offices in India, US and the UAE, the company has invested in multiple cate

gory leading global brands across business areas as diverse as web presence (domains, hosting, cloud-infrastructure), online advertising, communication & collaboration (voice and messaging) and payments (benefits and compensation).

## **About the Business Unit**

[Flock](#) is an enterprise messaging and collaboration app that aims at increasing productivity and improving team-communication in organizations of all shapes and sizes. At Flock, we believe that enterprise communication should be richer and efficient. With that goal, we have developed and deployed an outstanding suite of products that enhances workplace communication and productivity.

### ***Flock's Suite of Products include***

***Messenger – Real time Communications on Mobile and Desktop***

***Processify – Real time business process and workflow automation***

***Mailcast – Internal and External mailing lists***

***Bridge – Real time audio conferencing***

***HR Connect – Real time attendance and leave management***

With teams at companies like Avendus, Gini and Jony, 1mg, Voonik, Yepme and Healthkart improving their workplace collaboration using Flock, we are already helping teams have richer and more efficient communication around the globe.

### **What is the job like?**

#### **As an application executive, you will be expected to**

- Communicate with customers in a friendly and professional manner and help them resolve any problems faced when using the product
- Being the front line support for customers over chat, email and social media answering 50-70 issues each day
- Work with our development team and suggest updates and features to continuously improve the customer experience
- Ensuring speedy resolution of customer issues while maintaining high customer satisfaction
- Help fix any bugs that crop up in the product and contribute to the feature documentation
- Participate in the product planning process to ensure that features requested by customers are prioritized and implemented
- Strive to deliver a WOW! effect for our customers, to further enhance their perception of our product and company
- Flexibility of working in shifts

### **Who should apply for this role?**

- Graduate from any stream - Fresher's awaiting results can apply (Tech graduate preferred)
- You are extremely passionate about technology - and can't live without your smartphone!
- You are well-versed with, and highly interested in, Internet and mobile communication
- You have excellent written skills, and can explain concepts through clear and accurate writing
- You have a way with people, and particularly good explanation skills
- Good Team Player
- Ability to complete large volumes of work quickly and independently with a high level of drive, initiative and self-motivation
- Most of all, you enjoy working in a fast paced and dynamic environment full of young, overachieving tech enthusiasts