



Daraz is an e-commerce platform owned by the Alibaba Group. With our world-class technology, we try to get local and international businesses online to sell their goods on Daraz and redefine the Sri Lankan retail landscape. We want to offer our buyers with a vast selection, best prices and reliable delivery while providing our sellers with access to grow their business.

We take Customer Service Seriously. It's not something we just do - It's part of who we are! Our team dedicated to going above and beyond for our customers and Delivering Happiness to our customers every day.

In our journey to build a Customer-Centric Team, we seek a new addition to our 'Happiness Hero Team' for the post of:

Artificial Intelligence Trainer - Customer Service

You are ideal for this role if - You love connecting with other people, flexible, can easily put yourself in their shoes, got great communication skills, love solving problems, persistent and pay attention to the little details.

JOB ROLE

- Live the Daraz Values – Embrace Change, Teamwork, Customer Commitment, Integrity and Ownership
- Working with business operations & customer service teams, you will create positive customer experiences by:
 - Learning about business resolutions available to customer.
 - Developing chatbot conversation flows to improve access to aforementioned resolutions.
 - Continually analyzing interactions to identify gaps and refining content through UX experiments, user feedback, and analysis of performance metrics.

JOB REQUIREMENTS

The requirements listed below are representative of the knowledge, skill and or ability required:

- Associate's degree in IT, computer science, or equivalent work experience.
- 2+ year of experience in business operations or customer experience unit
- Good content writing/conversational interface skills
- Experience writing functional tests.
- Ability to work well under pressure and maintain composure during stressful situations; ability to handle shifting and multiple priorities.
- Quick and self-motivated learner.
- Can solve problems using own critical thinking skills, with emphasis on innovation.
- Ability to work independently and proactively manage schedule and workload to meet and set deadlines.
- Ability to solve problems and deal with a wide range of situations.

OTHER INFO

- If selected, you will work from our brand-new office in Colombo 3
- Due to current pandemic situation in the country, preference is given to candidates who have a suitable environment to work from home when required. Internet facilities will be provided by Daraz and strong 4G broadband reception is required.
- Selected candidate will directly report to **Chief Customer Officer**

If you feel ready to take up the challenge, please forward your resume along with a recent photograph and details of two non-related referees to careers.customerservice@daraz.lk with the post applied for mentioned in the subject line.

Daraz is an Equal Opportunity Employer.