

Customer Success Engineer

Company

Mako is a leading fintech firm, building software to bring top asset managers and their clients into the cloud. Our SaaS platform allows firms to onboard new clients, interact with their existing clients and simplify costly back-office procedures with smart automation and great user experience.

This is a pivotal time for a transition to cloud services, which has fueled rapid growth in our customer base, as firms seek a product of our quality in order to put their best foot forward to remote clients.

As we continue our rapid client growth, we're now seeking a dynamic professional to engage with our newest clients, set them up on our systems, and make sure they receive fantastic service.

Tasks

- **Customer onboarding:** Working closely with the VP Operations, you'll transform new clients into satisfied users of our product:
 - Onboard new clients by writing JSON templates to encode form logic, and adjusting PDF forms to match JSON templates
 - Provide technical support for enterprise customers you've onboarded
 - Contribute to Mako's success with documentation, recommendations on process improvements, and recommendations on new product features.

Background

- Educational background in computer science, math, physics or engineering
- Basic coding and debugging skills, such as Python, VBA, JavaScript, etc.
- Strong organizational, time-management and communication skills
- Insight into how to make processes more intuitive and user-friendly
- Bilingual (English/French) an asset
- Experience in financial services an asset

Location

- Currently remote but based in downtown Montreal (Place Ville Marie)

Why work for us

- Competitive compensation and significant growth potential in a fast-growing startup
- Gold-plated health and wellness benefits, extensive vacation policy

How to apply

Send a one-page résumé, with an introductory note or cover letter, to careers@makofintech.com.

We'd also value seeing a project you built yourself.