



## MAKE YOUR MARK

VeriSign, Inc. (NASDAQ: VRSN) operates intelligent infrastructure services that enable and protect billions of interactions every day across the world's voice and data networks. Every day, we process as many as 18 billion Internet interactions and support over 100 million phone calls. We also provide the services that help over 3,000 enterprises and 500,000 Web sites to operate securely, reliably, and efficiently. VeriSign is a global enterprise with offices throughout the Asia-Pacific region, Europe, Latin America, and North America, supported by a widespread international network of data centers and operations centers.

For our office in Fribourg, Switzerland, we have several openings within our Customer Service Support and Technical Support teams. As this office will cover all customers within Europe and the Middle East, we are searching for various multilingual candidates:

### **Customer Service Representative Europe/Middle East (f/m)**

The customer service representative is responsible for processing and issuing digital certificates to VeriSign's customers. The responsibilities focus mainly on responding to customer queries by telephone, email and chat.

#### Job responsibilities include:

- Process and issue customer orders for digital certificates.
- Manage customer queries regarding pending certificates.
- Communicate directly with customers to verify information pertinent to certificate requests.
- Use legal practices and policy guidelines to ensure completeness and authenticity of information
- Understand VeriSign's SSL product line and where it fits into customer's requirements and recommend solutions.
- Contribute to achievement of departmental customer service objectives

#### Requirements:

- Previous experience in a customer service environment
- Bilingual/multi lingual
- Good business level communication in English
- Outstanding verbal and written communication skills
- Strong analytical skills
- Ability to work independently
- Attention to detail and ability to cross-check information
- Ability to set priorities within internal workload and external customer issue resolution
- Strong problem-solving abilities
- Previous experience in the IT industry an advantage

## **Technical Support Representative (f/m)**

This position focuses on prompt and efficient resolution to technical issues. You will define, recommend and implement solutions that enhance the department's operational effectiveness, which includes (but is not limited to) operational efficiency and/or customer satisfaction.

### Job responsibilities include:

- Work on a 24x7 team tasked with the critical job of supporting VeriSign Digital Trust Services
- Build relationship with our customers to ensure customer loyalty
- Answer inquiries from customers regarding VeriSign Security products
- Analyze complex customer issues to identify problem area(s) and recommend and take corrective action
- Log all customer phone inquiries into call tracking system so that recurring problems can be analyzed, reported to product development and resolved
- Develop working knowledge of company products and company functions
- Actively support achievement of team goals and objectives
- Achieve and maintain high levels of customer satisfaction

### Requirements:

- Preferably customer service experience
- Bilingual/multi lingual (German, French, Spanish, Danish or Swedish, any other language a plus); good written and conversational level English is a must
- 1 to 3 years technical support experience
- Strong interpersonal skills
- Solid general technical background with demonstrated sound problem solving skills.
- Excellent verbal and written communication skills.
- Windows system-level expertise.
- Experience with installation, setup and configuration of various browser/server environments.
- General knowledge of Web Servers/Clients, VPN, Networking protocols and devices
- General knowledge of HTML/XML/CGI/SSL and Web development

We offer a competitive salary package, which includes multinational company benefits such as employee stock purchase plan, contribution to health insurance etc.

If you are interested by this challenging position in a very dynamic environment, please send your complete application documents (incl. C.V., motivation letter, certificates) exclusively by email to Mr Ralph Edelmann of Ergon Resources: [redelmann@ergon-resources.com](mailto:redelmann@ergon-resources.com).