

# Customer Support Associate

Be the calm, clear voice customers hear when something goes wrong.

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**LOCATION**

Remote (global)

**TYPE**

Full-time

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## About Flaredog

Flaredog takes enterprise AI from idea to secured production, end to end. Alongside our delivery work we build a product portfolio that turns recurring enterprise pain into software: DuraGraph, Finsightly, Tradoing, and UpstackLab. We are founder-led, early-stage, and expanding across Asia.

## The role

You handle customer questions and issues directly, across our products. You solve what you can, escalate what you cannot, and make sure every customer feels heard and helped. You report to the Head of Operations and work closely with engineering on recurring issues.

## What you will do

- Respond to customer questions and issues promptly and clearly.
- Triage and escalate technical issues to the right team, with full context.
- Track recurring issues and feed them back into product and engineering.
- Keep support documentation and FAQs current.

## What you bring

- 1+ years in customer support or a similar customer-facing role.
- Clear, patient written communication in English.
- Comfort learning technical or financial products well enough to explain them.
- A calm approach under pressure.

## Nice to have

- Experience supporting B2B software or fintech customers.
- Familiarity with helpdesk or ticketing tools.
- A second language relevant to our markets.

## What we offer

- Fully remote. Work from anywhere in your timezone.

- Real ownership of your area from day one.
- A small, senior team and direct founder access.
- Async-first, low-meeting culture.

## **How to apply**

Apply at <https://flaredog.com/careers/customer-support-associate>. We post shortlist updates on LinkedIn, follow Flaredog so you catch yours: <https://www.linkedin.com/company/flaredog/>. Want to move faster? DM us on LinkedIn, mention the role, and introduce yourself.