Title: **Customer Support Executive**

Join the squad. Support the players. Level up the experience.

About the Role

At **PingPlayers.com**, we believe every gamer deserves smooth gameplay, fast support, and zero lag on and off the servers. We're looking for a **Customer Support Executive** who lives and breathes gaming, someone who understands player behavior, knows the frustration of a bad ping, and can speak the language of the community.

You won't just be answering tickets, you'll be the go-to teammate helping players resolve issues, navigate the platform, and get back in the game ASAP.

🎯 **What You'll Do**

- Assist players through live chat, email, and tickets with fast, friendly, and gamer-aware support.
- Troubleshoot PC and console issues including performance drops, connectivity, crashes, and account problems.
- Understand player frustrations (we've all tilted before) and respond with empathy and clarity.
- Use tools like Zendesk, Freshdesk, or similar platforms to manage player inquiries.
- Report bugs, glitches, exploits, or platform issues using QA/bug-tracking tools (Jira, Trello, etc.).
- Spot trends, recurring issues, and player pain points to really help improve the overall player journey.
- Update FAQs, guides, and internal resources to keep information accurate and helpful.
- Bring positive energy, teamwork, and gamer insight to every interaction.

🕹️ **Required Skills & Experience**

- Genuine gamer with knowledge of game platforms, player behavior, and the way players talk and think.
- 3+ years of customer support experience (gaming, esports, or tech industry is a big plus).
- Comfortable troubleshooting PC setups, gaming consoles, and common config issues.
- Experience using customer support systems (Zendesk, Freshdesk, Intercom, etc.).
- Analytical and detail-oriented, with experience using bug-tracking or QA tools.
- Excellent written communication: friendly, clear, and player-focused.
- Calm, patient, and composed even when players are tilted or time-sensitive.
- Bonus XP: understanding of networking basics (ping, latency, packet loss) or game optimization.

🧩 Who You Are

- A problem-solver who loves helping others and can bring technical skill and player empathy to the game.
- A gamer who understands the community, the attitude, the culture, and the lingo.
- Someone who can break down complex issues into easy-to-follow steps.
- A team player who wants to grow as the platform grows.
- Flexible availability, preferably able to align with UTC working hours.

⚡ About Us

Founded in 2012, Think Huge started with in-house trade-copying technology and has since grown into a global Infrastructure-as-a-Service (IaaS) provider, operating across 60 data centers and powering some of the world's leading fintech brands in the CFD space. At ThinkHuge, we power the servers behind the grind. Built by tech specialists and gamers at heart, we deliver high-performance hosting that keeps you online, stable, and battle-ready 24/7. Whether you're trading, building, streaming, or scaling your next big project, our infrastructure gives you the speed, uptime, and zero-lag reliability you need to stay ahead.

🔥 Why You Should Join Us

- Work with a **fully remote, global team** that actually knows how to work remotely (no endless Zoom calls here!).
- Be part of a company that moves **fast, innovates constantly, and isn't afraid to take risks**.
- Enjoy a **culture of ownership, autonomy, and results-driven thinking**.
- Travel the world with us for **international team meet-ups**!