

Customer Support Associate

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

LOCATION
Remote (global)

TYPE
Full-time

About Tradoing

Tradoing is markets research that never makes up the numbers. Every figure traces to a real, checkable source; if a claim cannot be grounded, it is not shown. We are building the grounded research layer for analysts and investors, founder-led and early-stage.

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