

To apply, email [hr@zebpay.com](mailto:hr@zebpay.com) telling us briefly about yourself, the position you wish to apply for, and your main qualifications. Attach your resume or CV as a Word doc or PDF.

## **Blockchain Developer (Node.js)**

Key responsibilities:

Setting up and configuring Full node clients for various Blockchains.

Working closely with DevOps to make blockchain infrastructure robust and scalable.

Designing and writing well-structured APIs in Node.js to connect to Blockchain infrastructure.

Develop and manage various applications to integrate Blockchain infrastructure into the main product.

Staying up to date with new developments and news in integrated chains, like forks, main net launches, migration.

Documenting architecture and guidelines.

Always being on the lookout to enhance technology, by finding and making new tools, utilities, and libraries.

Managing and enhancing a cutting edge tech stack, comprising of Node.js, ES2016/17 (Javascript), AWS, MongoDB, SQL

Cross-team contribution whenever required.

Requirement:

1. 1-2 years of experience with working on Blockchain-based projects.
2. 3-4 years of experience overall backend development experience.
3. Passionate about technology and Blockchain in particular.
4. Worked on one of the technologies like Bitcoin, Hyperledger, Ethereum, Web3, eWallet, Digital Ledger, etc.
5. Worked with technologies like Node.js, SQL, AWS.
6. Strong concepts in Data structures and Algorithms of Blockchain, Bitcoin, Ethereum, Web3, etc.
7. Good understanding of the fundamentals of cryptography.
8. Experience with developing APIs in Node.js.
9. Hands-on experience with AWS.
10. Excellent communication and interpersonal skills (outgoing, down-to-earth, and with a good sense of humor)
11. Enthusiastic about solving real-world problems through technology and algorithms.

Nice to Have.

- You have gone through rapid growth in your company (from startup to mid-size).
- You have experience in working with applications built on a microservices architecture.
- Passionate about cryptocurrencies and decentralized technologies.
- You've worked with Python, Kafka, Postgres, MongoDB.

## **Customer Support Executive**

Key responsibilities:

Identify and assess customers' needs to achieve satisfaction

Build sustainable relationships and trust with customer accounts through open and interactive communication

Provide accurate, valid and complete information by using the right methods/tools

Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution

Keep records of customer interactions, process customer accounts and file documents

Follow communication procedures, guidelines and policies

Go the extra mile to engage customers

Comfortable with social media apps

Ability to switch between socialmedia and regular CS work.

Requirements

Proven customer support experience or experience as a client service representative

Track record of over-achieving quota

Strong phone contact handling skills and active listening

Customer orientation and ability to adapt/respond to different types of queries

Excellent communication ( written and spoken) and presentation skills

Ability to multi-task, prioritise tasks, and manage time effectively

Required to work in 24 hour rotational shifts

Required to work on weekends basis a rotational roster

## **Email and Mobile Content Marketing Executive (0-5 years exp)**

Key responsibilities:

Manage the sending of various daily communications using Clevertap and other marketing software.

These include email, SMS, push notifications, and in-app messages.

They must be done correctly without error.

Work alone and with other content writers to create and send marketing communications including blog posts, social media posts, videos, and other media.

Help to create and rewrite support articles, transactional emails, and other educational and informational documents.

Help other departments with their communication needs.

Requirements:

Experience with Clevertap or some other email or mobile marketing software (Mailchimp, Mixpanel, Hubspot, etc.)

Strong grammar, spelling, and punctuation so you can send out content without needing a proofreader.

You may use Grammarly and spellcheck to help you.

You need not be perfect but you must be extremely careful and consistently reliable.

Willing to be on call at night and on weekends to send out emergency messages. If an issue comes up at midnight, you must be able to send accurate information to our customers to keep them informed and reassured.

Google Docs or similar. Google Sheets, Slides.

Bonus points: Experience with graphics software like Photoshop, Canva, or similar; video editing software like Camtasia.

## **Sr Content Marketing Manager**

Key responsibilities:

Help create and execute a long-term content marketing strategy across multiple channels

Growth hacking and brand positioning

Supervise and help with content creation and write and create content yourself

If you are the right candidate, the following describes you:

You know at least a little about Bitcoin and cryptocurrency and are willing to learn quickly and become an expert.

You own or are thinking of investing in Bitcoin yourself.

You love storytelling and perfect grammar.

You have experience executing complex, multi-touch, long-term content marketing plans guided by data and analytics.

You enjoy bringing out the best in people.

You like and can handle the nuts and bolts of content marketing for a CMO who would rather write and think.

You have a great sense of humour (according to people other than yourself).

You are good at marketing automation and creating psychology-based customer journeys.

You think women can be great investors if given a chance.

You are good at researching, learning from, and beating competitors.

You are almost as good a writer as the CMO (and ready to submit a writing sample).

You enjoy deadlines and goals and targets and metrics.

You like achieving and exceeding them and making lovely charts about them.

You are organized and thus by example help to organize your team.

You persuade through kindness and example, rather than threats or commands.

You have experience using the following software platforms or are smart, confident, and hard-working enough that you can learn them in under a month:

- o Clevertap

- o Wordpress

- o The ZebPay app

- o Google analytics and social media analytics

- o Any marketing automation or email marketing platform

Bonus points: trading or investing experience, PR Experience

## **Customer Support Executive - Australia**

Key responsibilities:

Out-calling customers

Competitor Analysis

Is capable of self managing the daily workload.

Is able to effectively communicate with customers as well as highlight bottle necks and challenges. This will require some outbound calling experience but not the sales category. This is more about engaging with customers.

Is a self Starter and is focused on business outcomes.

Open to work in shifts primarily Australia hours

Requirements

Proven customer support experience or experience as a client service representative

Track record of over-achieving quota

Strong phone contact handling skills and active listening

Customer orientation and ability to adapt/respond to different types of queries

Excellent communication ( written and spoken) and presentation skills

Ability to multi-task, prioritise tasks, and manage time effectively

Required to work in 24 hour rotational shifts

Required to work on weekends basis a rotational roster

## **Customer Support - Assistant Manager**

Key responsibilities:

Identify and assess customers' needs to achieve satisfaction

Build sustainable relationships and trust with customer accounts through open and interactive communication

Provide accurate, valid and complete information by using the right methods/tools

Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution

Keep records of customer interactions, process customer accounts and file documents

Follow communication procedures, guidelines and policies

Go the extra mile to engage customers

Comfortable with social media apps

Ability to switch between socialmedia and regular CS work.

Doing Quality Assurance checks (QA) / audits.

Giving feedback and making TNA's

Training new joinees and conducting refreshers sessions basis TNA's.

Requirements

Proven customer support experience or experience as a client service representative

Track record of over-achieving quota

Strong phone contact handling skills and active listening

Customer orientation and ability to adapt/respond to different types of queries

Excellent communication ( written and spoken) and presentation skills

Ability to multi-task, prioritise tasks, and manage time effectively

Required to work in 24 hour rotational shifts

Required to work on weekends basis a rotational roster

## **Sr Database Administrator**

The candidate would be a key member of the development as well as the Tech Ops team responsible for the design, development and upkeep maintenance of the Database of the company's products. The candidate would get to work with the Design and development team during the entire work cycle of the product right from the concept design phase. Good understanding of the inner working of databases and data structures are critical for the role.

### Key responsibilities:

The candidate is expected to be well aware and experienced with both relational and non relational Databases in terms of both an architectural point of view as well as with development. Should have good hands on experience with Postgres as well as MongoDB. Should have participated in architectural design of the same along with developmental work using the same. Should be aware of version oriented changes as well as cloud implementation of the same including its usage in the AWS aurora clusters. The candidate should also be well aware and hands on in terms of various maintenance work for the same including managing logs, backups, restores and cleanups of the DB during its Ops time.

### Requirements:

Must be able to contribute during design phase of a high availability - high scalability cloud based products. Must be able to work with a distributed team in an active manner.

Must be able to manage the query management as well as in the data structures. Must be well aware of REST based as well as GQL based transactions.

Must have good awareness and hands on knowledge of Kafka Clusters, Redis, MongoDB, PostGres implementations and applications.

Must have a good awareness of implementation of the same on cloud infrastructures especially AWS RDS and The Aurora Cluster.

Must be well versed in DB administration services like backup, restoration, sanity checks, migrations, Patch management etc. Should be able to report discrepancies to the management on time.

Good communication skills, along with the ability to take ownership of the responsibilities is a must. Should be active in their work. Must have worked with high performance / high availability based systems preferably in a financial sector

Job Location: Mumbai

(remote acceptable)

Reporting to: VP -

Architecture

Qualification: Bachelor of Engineering (optional) Job Type: Full-time Experience: 6 years+

## **Sr. Core C/C++ Developer**

The candidate will be a core member of the development team and will be responsible for the development, change management and maintenance of the core algorithmic components of the products in the company. The candidate will get to work with various open source/ proprietary components in the high volume transactional components within the product alongside the core development team. The candidate will also be responsible for development of new algorithms, optimization to the existing ones as well as implementation of changes to the same as part of the profile.

### Key responsibilities:

The candidate should be extremely proficient with the C and C++ especially with the 11 and 14 standards. Having worked in the open source domain as well as having contributed to any GNU/FOSS projects would be good. A very strong understanding of the inner working of a product especially on the memory utilization, high performance DBs and its implementation is a critical component of the profile. The candidate should have a flair towards algorithmic design concepts, should understand the financial domain very deeply and should be able to work with implementation of trading systems.

The candidate should not have any kind of financial or criminal history.

### Requirements

Should be proficient in C and C++ as a base language in their latest standards. Must be familiar with the numerical and mathematical libraries of the same.

Should have worked on memory optimized development, real time data processing, Parallel processing oriented products, High I/O DB, in memory operation product etc is of importance.

Must be extremely good in terms of understanding algorithms especially in terms of implementing them, the ups and downs of the same. Should have experience in dealing with sorting and matching algorithms focusing on large lists within memory.

Must be familiar with writing wrapper components for other languages like python or Node.js to access the core C code.

Experience working on embedded projects especially on RT Linux, ARM platforms would be an added advantage. Experience of working in the gaming space in the game engine will be considered useful. Understanding and implementation of code obfuscation is also an advantage.

Must be able to work with a larger team comprising of distributed members in a non supervised manner. Should be able to work in an active manner with an inquisitive mind towards optimizing the code to run more efficiently.

Ability to work in a research oriented space with an ability to take on a steep learning curve is important.



## **Ops/Sr. Manager- Customer Support**

Key responsibilities:

- Assisting and supporting the customer-facing program eg: rebate/ referral programs.
- Controlling the schedule.
- Delegating tasks to team members.
- Determine the priority.
- Ensure Customer communications are rolled out in a timely manner across various channels.
- Ensuring deadlines are met for all customer-facing program outcomes eg: prizes, refunds, rebates credited as per schedule.
- Organizing and attending stakeholder meetings as required
- Providing administrative support.
- Organizing project team meetings.
- Liaising with different departments to ensure all deliverables are met.
- Keep stakeholders apprised with notifications.
- Act as the point of contact and communicate updates, challenges, roadblocks, if any.
- Minimum Qualification- Graduate from a reputed institution. Preferred qualification MBA from a reputed university.
- Overall 8-10 years of work experience
- Experience in managing and coordinating projects/work orders
- Ability to coordinate activities across multiple teams
- Ability to plan and execute a plan
- Good communications skills ( written and verbal)
- Self-driven and able to resolve problems independently.
- Experience in team management.

## **Manager/ Sr. Mgr- Training**

Key responsibilities:

1. Determines training needs and requirements for an organization or group by meeting with managers, talking with employees, or administering surveys
2. Monitors training programs and manuals to ensure that they are effective and up-to-date and makes updates as necessary
3. Modifies or creates course materials and training manuals to meet specific training needs
4. Evaluate the effectiveness of training.

Profile:

- Should have a minimum of 4-5 years of training experience
- Self-motivated as this industry requires vast knowledge and self-learning is a prerequisite
- Ability to Coordinate activities across multiple teams
- Excellent written and verbal communication skills
- Ability to plan and execute training sessions .