



## R-MAD LTD is hiring a Genesys Cloud Engineer!

Established in 2004, R-MAD is a customer experience company that combines one of the world's most advanced CX software platforms such as Genesys CX Platform with our world-class CX expertise. We help with the use of technology, research, and service components to identify important business issues and trends earlier, respond faster, and ultimately turn every customer experience into a clear competitive advantage. Our company works closely for customers such as renowned banks, telecommunications, and utility companies in Mauritius and overseas.

Situated at 13, Darmarajoo Ramasawmy Street, Port Louis Mauritius.

Duties are as follows:

- Configure, customize, and optimize Genesys Cloud functionalities based on stakeholders and client needs.
- Conduct troubleshooting and root cause analysis to resolve issues and ensure system stability.
- Develop and maintain technical documentation, including system configurations, processes, and procedures.

We are currently looking for degree holders in Engineering, Computer Science or a related field.

Duration: Permanent

Experience: None

Remuneration: Any other

Working Days/ Time: From Monday to Friday – 09:00 – 05:00

Send your CV/ Motivation Letter on: [yuvna@r-mad.com](mailto:yuvna@r-mad.com)

By: 15 July 2023

Learn more on their company: [www.r-mad.com](http://www.r-mad.com)

UILO Team-MB  
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