

# Taiwan Jobs Expertini®

## Quality Assurance Associate with Chinese

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Company: Keywords Studios

Location: Taiwan

Category: other-general

Since **1998**, we've been on a mission to **reshape** how players **interact** with their **favorite games**, growing into a global team of over **12,000 professionals** spread across **70+ studios in 26 countries**.

We are always there to lend a hand to video games developers and publishers by offering a wide range of solutions: from art and audio to testing, localization and finally - **Player Engagement** - which is one of the fastest-growing Service Lines at Keywords Studios.

Player Engagement provides **technical support, community management, and trust & safety services** for a wide range of AAA and Indie studios in the gaming industry.

**Join us in our mission to build engaging player communities and offer outstanding experiences!**

### Role overview

As a Quality Assurance Associate, you'll support the project lead by evaluating ticket samples to ensure adherence to quality standards from a handling perspective. There's potential for you to take full ownership of this task in the future, gaining increased responsibility and autonomy within the role.

**What are we looking for? Our QA Associate has a knack for the following skills:**

#### Leadership:

Identify achievements or issues on them based on defined expectations and procedures established for the project

Coach agents to incorporate feedback and increase the quality of their contact with customers

**Analytics:**

Evaluate tickets samples

**Communication:**

Provide helpful feedback to agents to help them understand their achievement and/or areas of improvement

Assist with linguistic checks on the audited tickets, which also includes corrections and explanations on the errors

**Business:**

Participate in building high quality standards for customer service

**Requirements**

**You'd be a great fit for this role if you have:**

4-year course or college level with experience in a similar capacity

Hands-on experience in Quality Assurance

Relevant background in Customer Support roles

Demonstrated ability to deliver professional feedback would be a plus

Proficiency in Excel with excellent analytical abilities

Advanced English Skills – both written and spoken (C1-C2 level)

Fully Proficient Chinese Skills

Ability to work in autonomously as well as collaboratively within a team setting

Excellent communication skills, maintaining objectivity and impartiality

Assertiveness and can-do attitude

Attention to detail and effective task prioritization skills

## Benefits

**Our recruitment process is fully online and remote.** We value each application and review every candidate individually. Our recruitment team will get back to you as soon as they can to inform you about the status of your candidacy. If you're interested in joining our team, we highly encourage you to apply.

That would be it from us - now we are waiting for your move!

#imaginemore

Role Information: EN

Studio: Keywords Studios

Location: Asia Pacific, Taoyuan, Taiwan

Area of Work: Player Engagement

Service: Engage

Employment Type: Full Time

Working Pattern: Remote

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