

## TECHNICAL SUPPORT

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**In addition to the sales team, we from the support team are an important personal contact for many Boxcryptor users. This of course makes us one of the flagships of the company. I like the high responsibility of this task. I think it's great to help people store their data securely every day.**

Thanks to decades of professional experience in IT support, I am familiar with hardware and software and, above all, with the special features of the various operating systems. This is of course a big advantage for my daily work. However, working in our support team is an interesting option for people who are just starting their careers, as well. We sort the incoming inquiries according to complexity, among other things. This way, each person processes the inquiries that correspond to their current level of knowledge. This enables the entire team to work efficiently. Further training is always possible on the job.

Sometimes, our software presents users with challenges. My job is to find the cause and fix it. This ranges from small bugs and application errors to malfunctions caused by third-party software. To help me figure out the problem, the user facing the issue sends me debug logs, screenshots or detailed error descriptions.

These analyses inevitably result in a "short line" to our software development team, which is located right next door. For example, I pass on feature re-

quests or make experimental versions of our software available in individual cases.

My day is often enriched by people who thank me for my help. If this happens, I share particularly nice messages anonymously in the company chat, which always makes the whole team happy. Since Boxcryptor is used worldwide by private individuals and companies, on-site appointments are hardly possible. But we do our best to offer quick solutions by phone and email. We try to show that real people are behind the software.

Just as the constant flow of developments in the software and IT environment keep me young, I feel that our team keeps me young as well. Although there is a certain age gap between most of my colleagues and me, it is a great togetherness and we complement each other very well.

All the best, Yasmin

**YASMIN KELLER (51)**

