

Product Support Specialist/Manager

Kactus Bio has a challenging career opportunity for a talented and highly-motivated individual who would like to apply their scientific background and technical skills to support Kactus Bio's growth in the US and international market. This is an excellent transition from academia to industry and provides valuable on-the-job training experience for future career opportunities. This job is US-based, the hire will be the one of the first hires and part of the founding members of the newly established US team. Hybrid working schedule is possible, but we do not accept full remote work. Working visa sponsorship is possible.

Responsibilities

- Product support: engage with customer's inquiries and technical questions and provide scientific suggestions and insights to help customers successfully use the products
- Gather and analyze the market trends by attending conference and communicate with key customers, And then meet and work with the R&D team and product team to suggest new development targets
- Participate in content creation and content distribution. Travel to conferences and be a part of the exhibit staff
- Interact with multiple in-house groups by providing feedback on product issues and quality trends, including Sales, Service, Marketing, R&D, Manufacturing, and Customer Service.

Qualifications

- B.S. in Molecular / Cellular Biology, Immunology, Biochemistry or equivalent discipline accompanied by two to five years of relevant, hands-on experience in life science research. M.S. or Ph.D. Is a plus.
- Hands-on experience with one or more of the following: ELISA, SPR (Biacore) tests, Flow Cytometry, protein electrophoresis and western blotting (especially with respect to assay design and troubleshooting). Experience in antibody drug development is a big plus.
- Professional communication skills (written and verbal), particularly over the phone and via email
- Expertise in problem-solving, data analysis and troubleshooting experimental protocols that involve both instruments and reagents.
- Derive satisfaction from assisting customers resolve their technical problems while helping the company achieve its product quality goals. Teaching or technical support experience a plus.
- Demonstrate empathy and excellent listening skills. Resolve difficult situations with tact and diplomacy.
- A supporting team member who works independent of supervision.