



HIRING

Job Role: Tech Support Executive

Location: Hyderabad

Salary : 2.6 LPA

Duration: Full Time

Qualification: Any Degree

Year of Passout: 2021,2022 & 2023

Bond : No

Shifts : Day Shift

Responsibilities:

- **Customer Support:** Respond promptly and courteously to customer inquiries via phone, email, or chat, demonstrating a high level of empathy and understanding of their needs.
- **Booking Assistance:** Assist customers in booking moving services, gathering necessary information, and guiding them through the process with clarity and professionalism.
- **Complaint Resolution:** Handle customer complaints with patience and tact, identifying the root cause and working towards swift and satisfactory resolutions.
- **Tracking and Coordination:** Monitor and track shipments, ensuring smooth coordination between the teams to meet timelines and commitments.
- **Documentation:** Maintain accurate records of customer interactions, transactions, and complaints in the company's database .
- **Feedback Collection:** Proactively seek customer feedback to gauge satisfaction levels and identify areas for improvement within our services.
- **Up-selling and Cross-selling:** Identify opportunities to promote additional services and features, effectively cross-selling to customers based on their specific needs.
- **Customer Retention:** Implement strategies to retain existing customers and encourage repeat business by ensuring their loyalty and satisfaction.
- **Process Improvement:** Collaborate with the team and management to suggest improvements in processes, and service offerings to enhance overall customer experience.
- **Knowledge Base Management:** Contribute to the development and maintenance of a comprehensive knowledge base to aid in quick and accurate customer support.
- **Stay Informed:** Keep up-to-date with industry trends, company policies, and moving regulations to provide accurate and up-to-date information to customers.

Requirements:

- **Education:** A degree in any relevant field will be an advantage.
- **Communication Skills:** Excellent verbal and written communication skills in English/Hindi to effectively interact with customers.
- **Empathy:** Ability to empathize with customers and address their concerns with a positive attitude.