

Job Role: Customer Support Associate
Location: Hyderabad
Salary: ₹ 2.5 LPA to ₹ 3 LPA
Duration: Full Time
Qualification: Any Degree
Year of Passout: 2021, 2022 and 2023

Job Responsibilities:

- Be the Point of Contact to customers
- answer inbound calls to provide exceptional customer service to consumers
- Respond to inquiries about products and services, processing payments, or performing general account maintenance.
- Up-selling customers to new products or services may be encouraged.
- Handle escalated issues and deescalate customers as needed.
- Additionally, you'll resolve customer issues and provide solutions in the shortest possible time frame.
- Respond to all customer inquiries using multiple channels (telephone or chat or email and any additional channels as developed and needed by the company).
- Support back-office functions based on assigned role.

Qualification:

Any Degree

Skills:

- Basic Computer and MS office skills
- Strong English Communication skills both verbal and written

Any other specification:

Must be willing to work in night shift