

Job Role: Customer Support Executive
Location: Bangalore (Work From Home)
Salary: 2.8 LPA
Duration: Full Time
Qualification: Any Degree
Year of Passout: 2021, 2022 and 2023
Interview: Virtual

Job Responsibilities:

- Respond to customer inquiries and resolve issues through various communication channels such as phone, email, and chat.
- Provide excellent customer service by understanding customer needs and addressing concerns effectively.
- Maintain a positive and professional attitude in all customer interactions.
- Identify and escalate priority issues to the appropriate channels.
- Investigate and troubleshoot customer issues, providing timely and accurate solutions.
- Follow up with customers to ensure resolution and satisfaction.
- Adhere to company policies and procedures in handling customer inquiries.
- Participate in quality assurance processes to ensure high standards of customer support.

Skills:

- Excellent communication skills, both verbal and written.
- Ability to remain calm and professional under pressure.
- Strong problem-solving skills and attention to detail.
- Ability to work in a team environment and collaborate effectively with cross-functional teams.
- Flexibility to work in shifts and weekends if required.
- Basic Computer skills including MS office, Internet and Emailing
- Well conversant in English and Hindi



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