ETOE GLOBAL

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

Job Responsibilities:

- Customer Relationship (external as well as internal) - Guide customer according to solution trees and knowledge base to solve incidents and service requests (e.g. Password resets, SW configuration, etc.). If not successful inform the customer about the next steps.
- Operational Deliverables and Contribution - Answer inbound customer calls, including a detailed recording of the issue according to defined processes. To proactively monitor systems in order to pre-empt customer issues and calls, to ensure high levels of customer satisfaction with individual calls
- Processes and Improvements - Observe technical or process problems at all times, Proactively inform Line Manager about potential problems and suggest improvement action.
- Knowledge Management Ability to deal with difficult callers - Usage of available solution trees and Knowledgebase to resolve tickets and advise the customer on appropriate actions on the phone.
- An ability to communicate with customers and understand customer requirements.

Skills:

- Technical background, e.g. education in information electronics, mechanics and/or SW skills.
- In individual cases, it is possible to assign the function to an employee, if the essential professional knowledge is acquired by work experience
- Strength in communication, teamwork, processes and customer orientation, especially friendly and kind behavior on the phone.

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- Good technical knowledge in supported customer-specific Hardware and SW environment
- Knowledge of customer service principles and practices.
- Native Speaker quality in required local language/primary language.
- English language skills are additionally implied.
- PC literacy, especially the usage of Microsoft Office package.
- Willingness to work in shift models, based on customer requirements.
- Industry Knowhow preferred.

Other Requirements:

- · Willingness to work in shift models, based on customer requirements.

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