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Myntra Hiring Jobs – Job Alert – Customer Success Manager For Freshers

Hiring organization
Myntra

Job Location

India
Remote work from: IND

Date posted
February 9, 2024

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Valid through
31.08.2024

Base Salary

USD 14 - USD 27

APPLY NOW

Qualifications

12th Pass / Graduate

Employment Type

Full-time

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Description

Myntra Hiring Jobs

In this role, you will be the dedicated point of contact for a portfolio of Myntra customers, ensuring they have a seamless and enjoyable shopping experience. You'll go above and beyond to understand their needs, anticipate challenges, and proactively offer solutions. Your focus will be on building long-term relationships, driving engagement, and ultimately, maximizing customer lifetime value.

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Responsibilities:

- **Onboard and nurture assigned customer accounts:** Guide new customers through the Myntra platform, familiarize them with our offerings, and address their initial queries.
- **Become a trusted advisor:** Proactively identify customer needs, recommend relevant products and services, and provide personalized support to drive engagement and loyalty.
- **Anticipate and resolve issues:** Be the first line of defense for customer concerns, working effectively to resolve issues and ensure satisfaction.
- **Track and analyze customer data:** Utilize data insights to understand customer behavior, identify areas for improvement, and optimize the overall customer experience.
- **Collaborate with internal teams:** Work closely with product, marketing,

and operations teams to ensure a smooth and consistent customer journey.

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Myntra Jobs For Freshers

Skills & Qualifications:

- Minimum of 1-2 years of experience in a customer-facing role, preferably within e-commerce or retail.
- Excellent communication and interpersonal skills, with the ability to build rapport and trust with customers.
- Strong analytical and problem-solving skills, with a proactive approach to identifying and resolving customer issues.
- Ability to work independently and manage multiple tasks simultaneously, meeting deadlines effectively.
- Passion for fashion and a deep understanding of the e-commerce landscape.
- Proficiency in MS Office suite and CRM tools.

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