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Myntra Hiring Jobs – Job Change – Customer Success Associate For Freshers

Hiring organization
Myntra

Job Location

India
Remote work from: IND

Date posted
February 1, 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

As a Customer Success Associate at Myntra, you'll play a crucial role in delighting our customers and ensuring they have a smooth and positive experience throughout their shopping journey. You'll be a dedicated point of contact, offering exceptional support and proactive solutions to address their queries and concerns.

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Responsibilities:

- **Handle customer inquiries across various channels:** Answer questions about products, orders, returns, and other Myntra services through email, phone, and chat.
- **Resolve customer issues efficiently:** Employ problem-solving skills and deep knowledge of Myntra policies to find swift and satisfactory solutions.
- **Proactively identify and address potential customer concerns:** Analyze data and trends to identify areas for improvement and proactively reach out to customers who might benefit from additional support.
- **Build strong customer relationships:** Foster positive and professional interactions, creating a loyal and engaged customer base.
- **Contribute to continuous improvement:** Actively participate in team discussions and share feedback to enhance customer service processes

and policies.

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Myntra Jobs For Freshers

Skills and Qualifications:

- Excellent communication skills, both written and verbal, with the ability to clearly explain complex information in a friendly and approachable manner.
- Strong problem-solving and analytical skills, with a focus on finding solutions that exceed customer expectations.
- Ability to work independently and manage multiple priorities simultaneously.
- Proficient in computer skills, including Microsoft Office Suite and CRM systems.
- Passion for fashion and e-commerce is a plus.

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