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Tech Mahindra Careers – All India Jobs – Customer Support Posts

Hiring organization
Tech Mahindra

Job Location

India

Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

Date posted

September 17, 2024

Valid through

31.08.2025

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Base Salary

USD 14 - USD 26

Qualifications

12th Passed, Graduate

Employment Type

Full-time

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Description

Tech Mahindra Careers – All India Jobs – Customer Support Posts

About the Job

We are seeking highly motivated and customer-focused individuals to join our team as Customer Support Representatives. As a Customer Support Representative, you will be responsible for providing exceptional customer service to our clients through various communication channels. This is an excellent opportunity to work with a leading IT company and develop your skills in a fast-paced and dynamic environment.

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Key Responsibilities

Your key responsibilities will include:

- Responding to customer inquiries and resolving issues in a timely and professional manner
- Providing accurate and helpful information to customers via phone, email, or chat
- Identifying and escalating complex issues to senior team members or specialized teams
- Maintaining accurate records of customer interactions using our CRM system

- Meeting and exceeding customer satisfaction and quality targets

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Requirements

To be successful in this role, you should:

- Have a bachelor's degree in any discipline
- Have excellent communication and problem-solving skills
- Be able to work in a fast-paced environment and adapt to changing priorities
- Have basic computer skills and knowledge of Microsoft Office
- Be fluent in English and able to communicate effectively with customers

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Benefits

We offer:

- Competitive salary and benefits package
- Opportunities for career growth and professional development
- Collaborative and dynamic work environment
- Recognition and rewards for outstanding performance

How to Apply

If you are interested in this exciting opportunity, please submit your application through our official website. We look forward to hearing from you!

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