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Tech Mahindra Jobs – Job Card – Customer Success Associate Jobs

Hiring organization
Tech Mahindra

Job Location

Bhashyam Circle, 560010, Bangalore, Karnatka, India

Date posted

March 26, 2024

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Valid through

31.08.2024

Base Salary

USD 14 - USD 26

APPLY NOW

Qualifications

12th Passed, Graduate

Employment Type

Full-time

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Description

Tech Mahindra Recruitment 2024

Are you passionate about building strong relationships and ensuring customer satisfaction? Do you thrive in a fast-paced environment where you can make a real impact? If so, then a career as a Customer Success Associate at Tech Mahindra might be the perfect fit for you!

Tech Mahindra Jobs Near Me

Tech Mahindra is a leading provider of digital transformation, consulting, business process outsourcing, network solutions, engineering services and cloud services. We're a company driven by innovation and a commitment to exceeding customer expectations.

In this role, you'll play a pivotal role in our customer success team, working remotely to build and nurture relationships with our valued clients. You'll be a trusted advisor, helping them maximize the value of our products and services, and ensuring their continued success.

Summary

We're looking for a highly motivated and results-oriented individual with a passion for customer success. You'll be responsible for onboarding new customers, providing ongoing support and training, and identifying opportunities to help them achieve their business goals. You'll also be a key player in gathering customer feedback and using it to continuously improve our offerings.

This is an exciting opportunity to join a dynamic team and make a real difference in the success of our company.

Key Responsibilities

- Build and manage strong relationships with assigned customers, serving as their primary point of contact.
- Onboard new customers, ensuring they understand our products and services and can leverage them effectively.
- Provide ongoing support and training to customers, helping them troubleshoot any issues and optimize their usage.
- Proactively identify customer needs and opportunities, recommending solutions and upsell/cross-sell opportunities.
- Monitor customer health and satisfaction metrics, taking action to address any concerns and improve retention.
- Gather and analyze customer feedback, using it to identify areas for improvement in our products and services.
- Collaborate with internal teams (e.g., product development, marketing, and support) to ensure a seamless customer experience.
- Stay up-to-date on the latest industry trends and product developments to better serve customers.

Required Skills and Qualifications

- Bachelor's degree in a relevant field (business administration, communication, technology, etc.) preferred.
- Minimum 1-2 years of experience in customer success, account management, or a related role (for experienced candidates).
- Proven track record of building strong relationships and exceeding customer expectations.
- Excellent communication, both written and verbal, with the ability to tailor messages to different audiences.
- Strong problem-solving and analytical skills.
- Ability to work independently and manage multiple priorities effectively.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint).
- A passion for technology and a strong desire to learn new things.

Experience

This role is open to both experienced customer success professionals and enthusiastic recent graduates. For experienced candidates, we're looking for individuals with a proven track record of success in building and managing customer relationships. Fresh graduates with a strong academic background and a passion for customer service are also encouraged to apply.

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Why Join Tech Mahindra

At Tech Mahindra, we offer a dynamic and rewarding work environment where you'll have the opportunity to learn, grow, and make a real impact. Here are just a few of the benefits you can enjoy:

- Competitive salary and benefits package
- Opportunity to work with cutting-edge technology
- Collaborative and supportive work environment
- Global career development opportunities
- Flexible work arrangements (remote work options available)
- Commitment to diversity and inclusion

Application Process

If you're ready to take your career to the next level and join a team that's passionate about customer success, we encourage you to apply! Please submit your resume and cover letter online.

Motivate to Join

This is a unique opportunity to join a fast-growing company that's at the forefront of technological innovation. As a Customer Success Associate, you'll play a vital role in our success, and you'll have the chance to build a rewarding career in a dynamic and supportive environment.

General Overview

In essence, this role is all about building relationships and ensuring customer satisfaction. You'll be the first point of contact for our customers, and you'll be responsible for helping them get the most out of our products and services. You'll wear many hats, from onboarding specialist to ongoing support provider to strategic advisor. But ultimately, your goal is to ensure that our customers are successful and that they continue to choose Tech Mahindra as their trusted partner.

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