



Overview

- Developing long-term relationships with clients through managing and interpreting their requirements.
- Identify and assess customers' needs to achieve satisfaction
- Build sustainable relationships and trust with customer accounts through open and interactive communication
- Follow communication procedures, guidelines, and policies
- Take the extra mile to engage with customers
- Strong telephony etiquettes (verbal & active listening skills)
- Customer orientation and ability to adapt/respond to different types of changes
- Excellent communication skills.
- Ability to multi-task, prioritize, and manage time effectively
- Identifying and assessing customers' needs to achieve satisfaction.
- Flexible, adaptable, proactive and self-motivated
- Candidates with good knowledge of Internet Application, MS-Word and MS-Excel will have an added advantage
- Willing to work in different time zones/ late night shifts
- Adherence to quality and compliance guidelines
- Ability to take quick decisions and respond to Customer inquiries
- Able to work in 24/7 environment

Looking for:

- Degree – Graduates from commerce & science background (B. Com/B.Sc./BBA)
- 60% aggregate throughout academics
- Flexible for Night shifts

What we offer:

- INR 3.00 lacs CTC (includes 12% variable component which will be paid as a lumpsum in April every year)
- Shift Allowance
- Insurance coverage of 5 lacs for Self and dependents (Can be increased up to 20 lacs)
- Transport facility