

Infosys Job Search – Remote Jobs – Job Alert For Customer Support in IN

Hiring organization
Infosys

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; GB; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

Date posted

September 17, 2024

Valid through

31.12.2024

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Base Salary

USD 25 - USD 37

Qualifications

Graduate, Post Graduate, Engineering

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Employment Type

Full-time

Description

Job Title: Customer Support Executive

Location: Remote (India)

Department: Customer Service

Company: Infosys

Job Overview:

Infosys is looking for enthusiastic and customer-focused individuals to join our **Customer Support team**. This remote position will involve handling customer inquiries, resolving issues, and providing excellent customer service across various platforms. The ideal candidate should have excellent communication skills, a passion for helping customers, and the ability to work independently while delivering high-quality service.

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Key Responsibilities:

- Respond to customer queries via phone, email, and chat in a timely and professional manner.
- Provide accurate and relevant information about products and services.
- Resolve customer issues, complaints, or concerns by troubleshooting and offering effective solutions.
- Keep a record of customer interactions, feedback, and resolutions in the company's CRM system.
- Collaborate with other departments to ensure seamless customer service.
- Maintain a high level of customer satisfaction by providing quick and efficient support.
- Stay updated on product and service knowledge to assist customers more

effectively.

- Follow company guidelines, protocols, and procedures for handling sensitive customer information.

Qualifications and Skills:

- **Educational Background:** High school diploma or equivalent. A bachelor's degree is preferred but not mandatory.
- **Experience:** Prior experience in customer service, call centers, or a related field is preferred but not required.
- **Skills Required:**
 - Excellent verbal and written communication skills in English. Proficiency in regional languages is a plus.
 - Strong problem-solving abilities and attention to detail.
 - Ability to work independently and remotely in a fast-paced environment.
 - Basic computer literacy, including experience with customer service software (CRM) and email handling.
 - Good interpersonal skills and a positive attitude towards helping customers.
 - Time management skills to handle multiple customer queries simultaneously.

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Additional Information:

- **Work Hours:** Full-time / Part-time with flexible working hours.
- **Benefits:** Competitive salary, remote work setup, health benefits, paid leave, and opportunities for career growth within Infosys.
- **Application Process:** Interested candidates should apply through the Infosys Careers portal by submitting their resume. Selected candidates will be contacted for an interview and further assessments.

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