



<https://targetjob.govhelp.in/job/myntra-careers-job-vacancy-near-me-help-desk-posts/>

## Myntra Careers – Job Vacancy Near Me – Help Desk Posts

### 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

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### Base Salary

USD 16 - USD 25

### Qualifications

10th/12th, Graduate, Post Graduate

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### Employment Type

Full-time, Part-time

### Description

## Job Title: Help Desk Support

### Job Summary

We are seeking a highly skilled and customer-focused Help Desk Support to join our team at Myntra. As a Help Desk Support, you will be responsible for providing exceptional technical support to our customers, resolving their queries, and ensuring a seamless shopping experience. If you have excellent communication skills, a passion for problem-solving, and a customer-centric approach, we encourage you to apply for this exciting opportunity.

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## Key Responsibilities

- **Respond to Customer Queries:** Respond to customer inquiries via phone, email, or chat, and provide timely and effective solutions to their technical issues.
- **Troubleshoot Technical Issues:** Troubleshoot and resolve technical issues related to our website, mobile app, or other digital platforms.
- **Provide Product Information:** Provide accurate and up-to-date information about our products, services, and promotions to customers.
- **Escalate Complex Issues:** Escalate complex technical issues to the relevant teams, such as IT or Development, and ensure timely resolution.

### Hiring organization

Myntra

### Date posted

September 17, 2024

### Valid through

31.12.2024

APPLY NOW

- **Maintain Customer Records:** Maintain accurate records of customer interactions, issues, and resolutions using our CRM system.
- **Collaborate with Teams:** Collaborate with other teams, such as Sales, Marketing, and Operations, to ensure a seamless customer experience.

## Requirements

- **Education:** Bachelor's degree in Computer Science, Information Technology, or a related field.
- **Experience:** 1-2 years of experience in a help desk or technical support role.
- **Technical Skills:** Proficiency in Microsoft Office, CRM software, and basic knowledge of HTML and CSS.
- **Communication Skills:** Excellent written and verbal communication skills, with the ability to communicate technical information to non-technical customers.
- **Problem-Solving Skills:** Strong problem-solving skills, with the ability to think critically and resolve complex technical issues.
- **Customer-Centric Approach:** A customer-centric approach, with a passion for delivering exceptional customer service.

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## Working Conditions

- **Work Environment:** Our office is located in [insert location], with a modern and collaborative work environment.
- **Working Hours:** You will be required to work in a 24/7 shift environment, including nights, weekends, and public holidays.
- **Team:** You will be part of a dynamic and supportive team, with opportunities for growth and development.

## What We Offer

- **Competitive Salary:** A competitive salary package, with opportunities for performance-based increments.
- **Benefits:** A range of benefits, including medical insurance, retirement plans, and paid time off.
- **Career Growth:** Opportunities for career growth and development, with training and mentorship programs.
- **Fun Work Culture:** A fun and dynamic work culture, with regular team-

building activities and social events.

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