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Tech Mahindra Jobs – Job Alert – Fast Job For Customer Service Trainee

Hiring organization

Tech Mahindra

Date posted

April 13, 2024

Valid through

31.12.2024

APPLY NOW

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 15 - USD 23

Qualifications

Graduate, Post Graduate

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Employment Type

Full-time

Description

Tech Mahindra Recruitment 2024

About Tech Mahindra

Tech Mahindra is a leading provider of customer experience (CX) solutions and digital transformation services, recognized for its integrated technology solutions, strategic partnerships, and growth mindset. With a multinational presence and a vast network of collaborators, Tech Mahindra helps businesses navigate the ever-evolving technological landscape. As a Tech Mahindra employee, you'll be part of a dynamic team committed to innovation, excellence, and exceeding customer expectations.

Why Join Us as a Customer Service Trainee (Remote)?

This is your chance to embark on a rewarding career path in the exciting world of customer service at a global IT leader. Our Customer Service Trainee program is designed to equip you with the skills and knowledge to excel in providing exceptional support to our valued customers. It's a perfect launchpad for recent graduates or career changers seeking a dynamic and fast-paced work environment where you can learn, grow, and contribute from day one.

The Position: Customer Service Trainee (Remote)

Tech Mahindra is seeking passionate and driven individuals to join our growing

team of customer service professionals. This remote position offers the flexibility to work from the comfort of your own home while providing exceptional support to our customers.

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Job Summary

As a Customer Service Trainee, you'll play a vital role in ensuring customer satisfaction by providing prompt, accurate, and courteous service. You'll be responsible for handling customer inquiries via various channels, including phone, email, and chat. This role offers a comprehensive training program to equip you with the necessary skills to effectively troubleshoot customer issues, answer questions, and resolve concerns. You'll also have the opportunity to develop your communication, problem-solving, and technical skills in a supportive and collaborative environment.

Key Responsibilities:

- Respond to customer inquiries promptly and professionally through phone, email, and chat channels.
- Actively listen to customer concerns, understand their needs, and provide efficient resolutions.
- Research and troubleshoot technical problems to identify and implement solutions.
- Document customer interactions accurately and maintain detailed records.
- Escalate complex issues to the appropriate team members for further assistance.
- Proactively learn about company products and services to provide the best possible support.
- Adhere to company policies and procedures in all customer interactions.
- Contribute to a positive and professional work environment.

Required Skills and Qualifications:

- Minimum of a Bachelor's degree (or equivalent) in any discipline (freshers welcome).
- Excellent communication, interpersonal, and problem-solving skills.
- Active listening skills and a genuine desire to help customers.
- Strong analytical and critical thinking abilities.
- Ability to work independently and as part of a team.
- Proficient in computer skills, including Microsoft Office Suite (Word, Excel, PowerPoint).
- Excellent written and verbal communication skills in English.

Experience:

This program is ideal for recent graduates or those with a limited background in customer service.

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Why Join Tech Mahindra?

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- **Growth and Development:** Tech Mahindra offers a comprehensive training program designed to equip you with the skills and knowledge to excel in customer service.
- **Career Opportunities:** As a leading IT company, Tech Mahindra provides ample opportunities for career progression and advancement within the organization.
- **Remote Work Flexibility:** Enjoy the work-life balance and flexibility of working from the comfort of your own home.
- **Competitive Benefits Package:** Tech Mahindra offers a competitive benefits package that includes health insurance, paid time off, and other perks.
- **Supportive Work Environment:** Join a collaborative and supportive team environment where you can learn from experienced professionals.
- **Global Recognition:** Be part of a multinational company with a strong brand reputation and a commitment to innovation.

Application Process:

To apply, please submit your resume and cover letter online through our careers portal on <https://careers.techmahindra.com/>. In your cover letter, highlight your skills, experiences, and what motivates you to pursue a career in customer service at Tech Mahindra.

Join Us and Make a Difference!

We are looking for passionate individuals who are eager to learn, grow, and contribute to our team's success. If you are a highly motivated individual with a strong desire to provide exceptional customer service, we encourage you to apply! This is your opportunity to launch a rewarding career in a dynamic and growing industry.

General Overview

As a Customer Service Trainee at Tech Mahindra, you'll gain valuable experience in a fast-paced and rewarding environment. This role offers the perfect blend of providing direct customer support, learning new skills, and contributing to the success of a leading IT company. We offer a comprehensive training program, a supportive work environment, and the opportunity to build a long-lasting career at Tech Mahindra.

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