zepto

Urgent Hiring in Zepto – Private Jobs – Customer Support Analyst

Job Location
Mumbai, India
Remote work from: IND

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Base Salary
USD 17$ - USD 24$

Qualifications
12th/Graduate

Employment Type
Full-time

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Description

Urgent Hiring in Zepto

We are seeking a highly motivated and customer-focused individual to join our team as a Customer Support Analyst. In this role, you will be responsible for providing technical support and assistance to our clients, ensuring their satisfaction and success with our products and services.

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Key Responsibilities:
– Respond to customer inquiries and concerns through various channels, including phone, email, and chat
– Troubleshoot technical issues and provide timely and effective solutions
– Collaborate with other teams to escalate and resolve complex customer issues
– Document and track customer interactions and resolutions in our CRM system
– Proactively identify and communicate potential product

Hiring organization
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Date posted
March 16, 2024

Valid through
31.12.2024

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or service improvements to the product development team
– Assist with onboarding and training of new customers
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Zepto Careers

Qualifications:
– Bachelor's degree in Computer Science, Information Technology, or related field
– Minimum of 2 years of experience in a customer support or technical support role
– Strong problem-solving and critical thinking skills
– Excellent communication skills, both verbal and written
– Ability to work in a fast-paced and dynamic environment
– Familiarity with CRM systems and ticketing systems

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