



## Job Description

**Job Title:** Executive – Support

**Reporting to :** Team Leader

**Division/Department:** Support

**Location:** Vikhroli, Mumbai

**Experience:** Fresher or min 6 months

**Education:** Graduate

**Language:** English / Hindi

### **General Description**

#### **Job Responsibilities:-**

1. Handles the customer requests and complaints.
2. Provide appropriate solutions and alternatives within the time limits.
3. Follow up to ensure resolution.
4. Follow communication procedures, guidelines and policies.
5. Provide L1 (Issue resolution with the basic knowledge and skill) support to resolve issue.

#### **Skills required :-**

1. Good communication skills
2. Knowledge of Microsoft Office