



ODeX India Solutions Pvt. Ltd

Job Description

Division/Department: Support

Location: Mumbai

Job Title: Support Exe

Experience: Fresher

Education: Any Graduate

General Description

A Customer Service Representative, or CSR, will act as a liaison, provide product/services information, answer questions, and resolve any emerging problems that our customer accounts might face with accuracy and efficiency.

Work Experience Requirements

Skills:

- *Should be good in communication skills English, Marathi and Hindi knowledge of Tamil language will be an added advantage*
- *Candidate should be smart and with a pleasing voice as this is a customer support profile*

Roles and Responsibilities:

- *Attending inbound calls from customers on the support numbers.*
- *Maintain quality parameters and provide accurate information related to the query asked by customer.*
- *Provide accurate, valid and complete information by using the right methods/tools*
- *Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution*