

## Associate / Sr. Associate Customer Experience

**Exp: 2-4 Years**

**Education: B.Tech. (IT/CS), B.Sc. (Computers) or BCA**

**Location: Gurugram, Mumbai**

*This is a solution oriented trusted team supporting thousands of Value First's clients. It's a global customer experience team with excellent communication skills, with the sole mission of delighting our customers.*

### **Key Accountabilities:**

- Deliver outstanding customer service experience
- Manage customer queries via various communication channels (email / phone)
- Troubleshoot customer issues / problems
- Implement creative ways to improve our customer relationships
- Collaborate with technical team and engineering team to solve technical issues

### **Skills / Competencies:**

- Experience in customer handling role
- Windows OS, web services, MS office knowledge
- Effective problem solving, and analytical skills for troubleshooting and timely resolution
- Proactive & independent worker
- Proven ability to multitask and manage multiple tasks