

## Associate- Customer Experience

**Experience: 2- 4 Years**

**Qualification: B.Tech, BCA, B.Sc(IT)**

**Location: Gurugram**

### **Responsibilities:**

- Deliver outstanding customer service experience.
- Manage customer queries by 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.

### **Minimum qualifications:**

- Bachelor's degree in computer science or related degree or experience in some technical course.
- Excellent and effective communication skills.

### **Preferred qualifications:**

- 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 multi task and manage multiple tasks.