



**ODeX India Solutions Pvt. Ltd**

## **Job Description**

**Division/Department:** Global Support (Voice & Email)

**Location:** Mumbai

**Job Title:** Executive / Sr. Executive

**Experience:** 1-5 yrs

**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
- 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
- Replying to emails received from the customers
- US process experience is mandatory