



**ODeX India Solutions Pvt. Ltd**

## **Job Description**

**Job Title:** Executive – Liner Support

**Reporting to :** Team Leader

**Division/Department:** Support

**Location:** Mumbai

**Experience:** 6 months to 1 year

**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. Computer Skill.
6. Email Process Experience.

The candidate should be with good interpersonal and communication skills, both written and spoken. Able to work under pressure. Knowledge of Microsoft Office. Knowledge of ODeX would be an advantage.

Provide L1(Issue resolution with the basic knowledge and skill) support to resolve issue.