

JOB DESCRIPTION

Position Title: L1 Support Consultant(**proficient in speaking French**)

Department: Consulting Solutions

Reports to: Manager – Support Services

Location: Hyderabad

POSITION SUMMARY

The L1 support consultant is responsible for providing functional and technical support to Fortune 1000 clients. He/ She will be owing set of live/support projects, understands the tickets that the clients raise, analyze those, allocate it to the respective teams, create an execution plan and bring them to closure. Positive, proactive and efficient client support becomes critical as organization grows and expectations are high in this role as this is directly tied to the company's objective of customer delight. The successful candidate must have strong technical and functional ability/flair, get to the bottom of the issues, high ownership, well organized, detail-oriented, and quality-minded and possess excellent written and verbal communication skills. **He/ she needs to be proficient in French along with English.**

ROLES AND RESPONSIBILITIES

Essential Functions:

- Handle a portfolio of support projects and clients from Fortune 1000 companies and across geographies.
- Ability to understand the technical and functional aspects of the issue/enhancements that are raised by client.
- Be proactive in understanding the client tickets and come up with a clear execution plan over phone and/or ticketing system.
- Have complete ownership of accounts assigned and make sure the tickets are resolved high customer satisfaction.
- Customer delight is the organizational goal, important to make sure that the day to day activities and planning is aligned with that goal.
- Establish and maintain strong relationships with clients and internal teams that are essential for support system
- Able to effectively use the established processes in support processes, client handling etc. and propose new processes wherever required.

REQUIREMENTS AND QUALIFICATIONS

Education and Technical:

- Minimum Bachelor's Degree (preferably from a reputed university)
- Strong communication skills and ability to handle variations in communication with clients across the globe.
- Strong technical skills with the experience in SQL Database, and good programming skills.
- Strong Analytical skills with the ability to understand Fortune 1000 client business complexities, issues and create an action plan for those
- French/German/Spanish/Thai/Chinese- Proficiency in one of these languages is a must

Experience:

- Overall 2-5 years of professional services experience
- Minimum 2 years of experience in technical development/support roles
- Minimum 1 year of experience in L1 support or similar roles

Critical Knowledge, Skills, and Abilities Requirements:

- Strong language skills
- Flair to understand and become stronger in Functional skills
- Good communication and presentation skills
- Decent organizational skills and
- Strong ownership to support projects and work towards client delight

****Nothing in this job description restricts management's rights to assign or re-assign duties and responsibilities to this job at any time.***

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