

## **Work you'll do**

To assist our employees with technology problems over the phone in a timely manner so that they can perform their job and be productive for the firm. It might involve either direct resolution of the problem or escalation to another team as the case may be. Our customers have a high expectation that you will be able to resolve their issue on the call, but they recognize that there are some issues that can only be resolved by teams outside the CallCenter. Our customers are very computer literate, and accuracy of information is a high priority.

- Provide effective and timely resolution for all voice and non-voice interactions (phone, email, self-service tickets, chats and voicemail) with end users.
- Analyze and resolve incidents and service requests regarding use of application software or hardware.
- Document every incident and support request in the CRM tool and ensure the tickets are closed or escalated as appropriate.
- Should have basic knowledge about computer software and hardware.
- Should stay informed about ongoing issues/outages, changes in environment that are communicated via email and other channels regularly.
- Create a positive customer support experience and build strong relationships through deep problem understanding with a consummately professional attitude.
- Should be a self-motivated achiever who gains satisfaction from providing excellent customer service.
- Should be a quick learner and team player.
- Should be flexible to work in different shifts as we work 24 x 7.
- Adheres to Code of Ethics, Vision, Mission and Core Values.

Interested applicants can contact Salini at 9100430199.