WORK VAPOR

Job Link: https://workvapor.in/jobs/apprentice-voice-customer-service-fresher-gurugram/

APPRENTICE VOICE CUSTOMER SERVICE – FRESHER GURUGRAM

DESCRIPTION

Apprentice Voice Customer Service – Gurugram

American Express is hiring freshers for its Voice Customer Service apprenticeship program. The position offers practical industry experience with structured learning and mentorship.

This is a hybrid opportunity in Gurugram, Haryana. Candidates will handle inbound customer calls and provide personalized support.

Important Details

- Fresher opportunity
- 0 years experience
- Hybrid work
- Location: Gurugram, Haryana
- 10 openings
- Bachelor’s degree required
- Degree must be completed within 5 years
- Full-time apprenticeship
- Temporary or contractual employment
- No prior government apprenticeship experience required

Contact Details

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Send your resume with the subject line “Fresher Graduate”.

Key Responsibilities

- Handle inbound customer calls.
- Provide excellent customer service.
- Understand customer needs.
- Provide personalized solutions.

HIRING ORGANIZATION

American Express

EMPLOYMENT TYPE

Intern

DATE POSTED

? September 18, 2026

JOB LOCATION

Haryana, India

? Remote work from: India

- Explain card benefits.
- Recommend relevant products.
- Handle statements and payment queries.
- Support rewards and card replacement queries.
- Maintain quality and productivity standards.
- Follow compliance requirements.
- Protect sensitive customer information.

Required Skills

- Strong English communication
- Good interpersonal skills
- Problem-solving skills
- Customer-focused approach
- Adaptability
- Resilience
- High integrity
- Ability to work in a high-volume environment

Program Benefits

- Hands-on industry experience
- Structured learning modules
- Professional development sessions
- Mentorship from industry experts
- Real-world project exposure
- Supportive workplace environment
- Financial services industry exposure

Location

Gurugram, Haryana

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