

# WORK VAPOR

Job Link: <https://workvapor.in/jobs/blended-process-customer-support-voice-and-email/>

## BLENDED PROCESS – CUSTOMER SUPPORT (VOICE AND EMAIL)

### BASE SALARY

INR 200000 - INR 300000

### DESCRIPTION

**Company:** Tech Mahindra

**Location:** Mumbai, All Areas (Sakinaka, Marol, Dadar, Borivali)

**Job Type:** Full-Time

**Salary:** ?2–3 Lacs P.A.

**Experience:** 1 – 4 Years (1–6 years preferred for similar BPO/Call Centre roles)

**Openings:** 5

**Contact HR:** +91 8689948557 (Priyanka Gurav)

#### About the Company

Tech Mahindra is hiring for a blended process role, handling both voice and email support for education loan queries. The role involves providing timely, professional support to customers while maintaining high service standards.

#### Job Overview

This role requires handling inbound customer queries via calls and emails, ensuring proper prioritization and response to meet deadlines.

#### Key Responsibilities

- Handle education loan-related customer queries over voice and email
- Process emails efficiently and prioritize tasks
- Provide excellent customer service with prompt and accurate responses
- Maintain records of customer interactions and ensure follow-ups

### HIRING ORGANIZATION

Tech Mahindra

### EMPLOYMENT TYPE

Full-time

### JOB LOCATION

Mumbai, India

### DATE POSTED

? March 20, 2026

### **Eligibility Criteria**

- 1–6 years experience in voice or email support, preferably in BPO/Call Centre
- Excellent written and verbal communication skills
- Ability to handle multiple tasks and prioritize effectively
- Professional and courteous demeanor

### **Skills Required**

- Email drafting and professional communication
- Customer query handling over calls and emails
- Attention to detail and process adherence
- Basic computer and MS Office skills

### **How to Apply**

**WhatsApp CV:** +91 8689948557 (HR Priyanka Gurav)