

WORK VAPOR

Job Link: <https://workvapor.in/jobs/customer-service-executive-us-customer-support/>

HIRING ORGANIZATION

Credence Resource Management

EMPLOYMENT TYPE

Volunteer

DATE POSTED

? October 4, 2026

JOB LOCATION

411001, Pune, Maharashtra, India

CUSTOMER SERVICE EXECUTIVE – US CUSTOMER SUPPORT

BASE SALARY

INR 20000 - INR 50000

DESCRIPTION

Job Role: Customer Service Executive

Company: Credence Resource Management

Location: Pune

Job Type: Full-Time | Work From Office

Salary: ?20,000 – ?50,000 per month

HR Contact: Pratham Chavan

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Credence Resource Management is hiring **Customer Service Executives** in Pune. The role involves communicating with consumers of healthcare and telecommunication providers in the United States regarding overdue and unpaid bills.

The position requires strong communication and customer service skills. Candidates will handle customer calls and work on payment collection and account follow-ups.

Key Responsibilities

- Communicate with consumers of **US healthcare and telecommunication providers**.
- Call consumers regarding overdue and unpaid bills.
- Negotiate with consumers for overdue payments on behalf of clients.
- Use effective verbal communication and customer service skills.
- Handle difficult customer issues in a fast-paced environment.
- Understand the reason for payment delinquency.
- Identify the best course of action for each account.

- Communicate with consumers respectfully and professionally.
- Document all collection efforts according to company procedures and compliance policies.
- Keep leadership and team members updated on account status.
- Handle escalations according to established standards.
- Manage assigned accounts accurately and on time.
- Handle **outbound calls** initially with a move towards a blended inbound and outbound process.
- Work on early, mid and late-stage defaults.
- Handle return payment cases, first payment defaults and work date follow-up assignments.

Eligibility and Requirements

- Strong verbal communication skills.
- Good customer service skills.
- Ability to handle difficult customer situations.
- Ability to work in a fast-paced environment.
- Professional communication with customers and team members.

How to Apply

Contact **Pratham Chavan** on WhatsApp at **9860894235**.

You can also send your resume to **Pratham.chavan@credencerm.com**.