

# WORK VAPOR

Job Link: <https://workvapor.in/jobs/customer-support-executive-software-support-job-%e2%82%b912k-%e2%82%b918k-month/>

## CUSTOMER SUPPORT EXECUTIVE/SOFTWARE SUPPORT JOB

### BASE SALARY

INR 12000 - INR 18000

### DESCRIPTION

**Company:** Young Minds Technology Solutions  
**Position:** Customer Support Executive  
**Industry:** IT / Software Support  
**Location:** Tirupati, Andhra Pradesh (Work From Home + On-site)  
**Employment Type:** Full-time, Permanent, Fresher  
**Salary:** ?12K-?18K/Month  
**HR Contact:** +91 8688400273  
**Email:** [venkataashok.hr@ytmsindia.org](mailto:venkataashok.hr@ytmsindia.org)

### Job Responsibilities:

- Handle inbound and outbound customer queries about software products via phone, email, and chat
- Provide technical assistance and troubleshoot customer issues
- Escalate complex technical problems to the internal technical team
- Record customer interactions, feedback, and issue resolutions in CRM system
- Guide customers with software installation, features, and product usage
- Ensure high customer satisfaction with timely and effective support
- Assist in preparing FAQs, helpdesk guides, and user manuals

### Required Skills:

### HIRING ORGANIZATION

Young Minds Technology Solutions

### EMPLOYMENT TYPE

Full-time

### JOB LOCATION

India

? Remote work from: India

### DATE POSTED

? March 8, 2026

- Good communication and customer handling ability
- Basic knowledge of software applications and troubleshooting
- Understanding of IT support and helpdesk processes
- Problem-solving and analytical skills
- Knowledge of CRM tools, ticketing systems, or remote desktop tools is an advantage

**Eligibility Criteria:**

- Any graduate (IT, Computer Science, or related field preferred)
- 0–3 years experience in customer support or IT support
- Freshers can also apply

**Language Requirement:**

- Must know English and at least one South Indian language
- Tamil, Hindi, or Kannada preferred

**Employee Benefits:**

- Cell phone reimbursement
- Paid time off
- Career growth opportunities in IT support

**How to Apply:**

Send your resume or contact on WhatsApp at +91 8688400273 or email at [venkataashok.hr@ytmsindia.org](mailto:venkataashok.hr@ytmsindia.org)