

WORK VAPOR

Job Link: <https://workvapor.in/jobs/customer-support-executive-tamil-nadu-379324/>

HIRING ORGANIZATION

Apex Soft Tech

EMPLOYMENT TYPE

Full-time

JOB LOCATION

Kumbakonam, Tamil Nadu, India

CUSTOMER SUPPORT EXECUTIVE – TAMIL NADU

BASE SALARY

INR 8500 - INR 12000

DESCRIPTION

Customer Support Executive

Company: Apex Soft Tech

Location: Kumbakonam, Tamil Nadu

Salary: ₹8,500 – ₹12,000 per month

Contact Number: +91 8838537779

Apex Soft Tech is hiring a Customer Support Executive. This is an onsite position. You will help customers with their questions. You will also support them during different stages.

You will answer customer calls. You will reply on WhatsApp and email. You will explain products and services. You will also work with the technical team to solve customer issues.

Responsibilities

- Handle inbound and outbound customer calls.
- Understand customer needs.
- Give the right solution.
- Help with software and website queries.
- Support mobile app related questions.
- Coordinate with the technical team.
- Follow up with existing customers.
- Follow up with new customers.
- Update customer records.
- Maintain CRM data.

- Explain product features.
- Explain pricing and services.
- Build good customer relationships.
- Keep customer satisfaction high.

The company is looking for candidates with 1 to 2 years of experience. Experience in Customer Support Customer Service Telecalling or IT Support is accepted. Good communication in Tamil and English is required. Basic computer knowledge is needed. Knowledge of MS Office or Google Workspace is preferred.

You should have good communication skills. You should solve problems calmly. You should manage multiple tasks. Experience in customer calls and follow ups will be an added advantage.

Benefits

- Salary based on skills and experience.
- Performance incentives.
- Performance bonus.
- Career growth opportunities.
- Friendly work environment.
- Work with software and technology products.

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