WORK VAPOR

Job Link: https://workvapor.in/jobs/customer-support-executive-voice-chat-email-process/

CUSTOMER SUPPORT EXECUTIVE – VOICE, CHAT, EMAIL PROCESS

BASE SALARY

INR 250000 - INR 720000

DESCRIPTION

Job Role: Customer Support / Technical Support Executive

Company: IMC
Posted By: Inspiration Manpower Consultancy
Job Type: Full-Time, Permanent
Work Mode: On-Site / In Person
Location: Bengaluru, Karnataka
Salary: ?2.5 – ?7.2 LPA CTC
Experience: 0–7 Years
Openings: 100
Process: Voice / Semi-Voice / Non-Voice / Technical Support / Banking / Digital Marketing
Working Days: 5 Days
Weekly Off: Saturday & Sunday
Shift: Night / Rotational Shifts
Education: Graduate / Undergraduate

IMC is hiring candidates for multiple customer support and service processes in Bengaluru. Openings are available across **voice, semi-voice, non-voice, technical support, banking, healthcare BPO, and digital marketing** processes.

Freshers and experienced candidates can apply. The role involves handling customer queries, resolving issues, updating customer records, and maintaining service quality. Good communication and basic computer skills are required.

Available Process Areas

- Customer Support
- Voice Process

HIRING ORGANIZATION

IMC

EMPLOYMENT TYPE

Full-time

DATE POSTED

? September 29, 2026

JOB LOCATION

560001, Bengaluru, Karnataka, India

- Semi-Voice Process
- Non-Voice Process
- Technical Support
- Banking Process
- Healthcare BPO
- Digital Marketing
- Chat Support
- Email Support

Key Responsibilities

- Handle customer queries through **calls, chat, or email**.
- Provide timely and accurate solutions.
- Understand customer issues and resolve them properly.
- Escalate unresolved issues to the relevant teams.
- Maintain customer satisfaction.
- Follow service quality standards.
- Update customer records and case details.
- Maintain accurate documentation.
- Meet productivity and quality targets.
- Follow company policies and SLA guidelines.

Requirements

- **0–7 years of experience** in customer support or related processes.
- Freshers can apply.
- Graduate and undergraduate candidates can apply.
- BPO or customer service experience is preferred.
- Excellent communication skills.
- Good customer-handling ability.
- Good problem-solving skills.
- Basic knowledge of **MS Office**.
- Comfortable working in night or rotational shifts.
- Willingness to work from office.

Key Skills

- Customer Support
- Voice Process
- Semi-Voice Process
- Non-Voice Process
- Technical Support
- Chat Support
- Email Support
- Customer Handling
- Problem Solving
- MS Office
- International Process
- BPO Operations
- Banking Process
- Healthcare BPO

Work Schedule & Benefits

- **5 days working.**
- **Saturday and Sunday fixed off.**
- Night and rotational shifts.
- **Pick-up and drop facility available.**
- Full-time permanent employment.

How to Apply

Send your **updated CV** to any of the following email IDs:

Email 1: Dipanshu@inspirationmanpower.co.in
Email 2: recruiter7@inspirationmanpower.co.in
Email 3: recruiter1@inspirationmanpower.co.in
Email 4: recruiter16@inspirationmanpower.co.in
Email 5: Mallik@inspirationmanpower.co.in

Candidates can also contact HR directly:

Jafar: +91 9686682466
Tejas: +91 9686682460
Ankitha: +91 9686454296
Srinivas: +91 9900073501
Mubarak Ahamad: +91 9686682462
Dipanshu: +91 9900024811
Anjali: +91 9686454289
Dharini B: +91 7259027284
Chandusree: +91 9686454289
Rajesh: +91 9686682465
Navya: +91 7022984418
Rashmi: +91 7760984460
Vaishnavi: +91 9686454297
Mallik: +91 7259027282

Work Location: Bengaluru, Karnataka
Work Type: In Person
Salary: ?2.5 – ?7.2 LPA CTC
Experience: 0–7 Years
Openings: 100