

WORK VAPOR

Job Link: <https://workvapor.in/jobs/email-escalation-executive-bfsi-process/>

EMAIL ESCALATION EXECUTIVE – BFSI PROCESS

BASE SALARY

INR 275000 - INR 375000

DESCRIPTION

Company: Tech Mahindra

Location: Mumbai (Chandivali – Mumbai Suburban)

Job Type: Full-time

Experience: 1–6 Years

Salary: ₹2.75 – ₹3.75 LPA

Openings: 20

Contact Person: Vidhya HR

WhatsApp: +91 7775006165

About the Company

Tech Mahindra is a leading IT and BPO company with a strong global presence. It offers stable career opportunities, professional work culture, and growth in the customer service and BFSI domain.

Job Overview

This role is focused on handling email escalations related to financial products like credit cards and loans. You will manage customer complaints and provide proper resolutions while maintaining professionalism and empathy.

Key Responsibilities & Role Details

- Handle customer queries through email escalation process
- Resolve issues related to credit cards, loans, and BFSI products
- Manage customer complaints with professionalism
- Ensure timely and accurate resolution
- Maintain high-quality communication with customers

HIRING ORGANIZATION

Tech Mahindra

EMPLOYMENT TYPE

Full-time

JOB LOCATION

Mumbai, India

DATE POSTED

? March 21, 2026

Eligibility & Skills Required

- 1–6 years experience in email support or similar role
- Experience in BFSI sector (credit cards, loans) preferred
- Excellent written communication skills
- Ability to handle difficult customer situations
- Good problem-solving skills

Perks & Benefits

- Stable MNC job opportunity
- Career growth in BFSI process
- Professional work environment
- Exposure to financial services domain

How to Apply

You can send your resume to the given email/phone/WhatsApp.

Contact Details:

Vidhya HR: +91 7775006165