

WORK VAPOR

Job Link: <https://workvapor.in/jobs/fastag-support-executive-customer-operations-%e2%82%b91-5-2-5-lpa-akova-fintech-solutions/>

HIRING ORGANIZATION

AKOVA FINTECH SOLUTIONS

EMPLOYMENT TYPE

Full-time, Part-time

JOB LOCATION

Kolkata, INDIA

? Remote work from: INDIA

DATE POSTED

? January 6, 2026

FASTAG SUPPORT EXECUTIVE, CUSTOMER OPERATIONS, ₹1.5–2.5 LPA | AKOVA FINTECH SOLUTIONS

BASE SALARY

INR 150000 - INR 250000

DESCRIPTION

Company: AKOVA FINTECH SOLUTIONS PRIVATE LIMITED

Position: Support Executive – FASTag Services Operations

Industry: Fintech / FASTag Services

Location: Hybrid (Work From Home + Work From Office at Lal Bazar, Kolkata – 700001)

Employment Type: Full Time, Permanent

Salary: 1.5 – 2.5 Lacs P.A. (As per candidature & experience)

Experience: 0 – 2 Years

Openings: 10

HR Contact: 9147328022

Email: pratik.ghosh@akova.in

Job ID: SE/OPR/JAN26

Responsibilities:

- Respond to customer queries via phone, chat, and email
- Assist with FASTag account issues, transaction disputes, and service interruptions
- Educate customers on FASTag features, policies, and processes

- Guide users through troubleshooting and self-service steps
- Ensure timely resolution and follow-up of open tickets
- Document customer interactions and feedback accurately

Skills & Requirements:

- Strong verbal and written communication skills
- Ability to handle multiple queries in a fast-paced environment
- Basic knowledge of SQL and Advanced Excel (preferred)
- Problem-solving mindset with customer-first approach
- Freshers welcome (training provided)

Work Details:

- Rotational shifts (details shared during interview)
- Hybrid work model (WFH + WFO)

Why Join Akova:

- Training and mentorship provided
- Growth opportunity in the fintech sector
- Friendly, collaborative work culture
- Career advancement opportunities

How to Apply

Send your resume or contact on WhatsApp at 9147328022 or email pratik.ghosh@akova.in