

# WORK VAPOR

Job Link: <https://workvapor.in/jobs/remote-customer-support-voice-process-executive/>

## REMOTE CUSTOMER SUPPORT – VOICE PROCESS EXECUTIVE

### BASE SALARY

INR 300000 - INR 500000

### DESCRIPTION

**Company:** Dynpro India Pvt Ltd  
**Position:** Non-Technical Voice Process (International)  
**Industry:** BPM / BPO / Customer Success  
**Location:** Hyderabad (MindSPACE – Hybrid)  
**Employment Type:** Full-time (Contract-to-Hire / C2H)  
**Salary:** ₹3L–₹5L per year (estimated)  
**HR Contact:** Sahil Sahoo  
**Email:** [sahil.s@dynpro.in](mailto:sahil.s@dynpro.in)

### Short overview:

- Hiring for a non-technical international voice process on C2H with a Big4 client, work is hybrid from MindSPACE Hyderabad with rotational shifts
- Ideal for candidates with 1–2 years of international voice or BPO experience who can join within 15–30 days

### Key Responsibilities:

- Assist employees/customers with financial application and service queries via calls, chat, and email
- Resolve issues where possible or escalate to the correct team following process
- Meet KPIs like FCR, Schedule Adherence, Quality, and CSAT
- Update knowledge base and report potential call drivers to leadership
- Follow security and PII handling guidelines and maintain confidentiality
- Be available for rotational shifts including weekends and support firm emergency processes

### Required Skills & Experience:

### HIRING ORGANIZATION

Dynpro India Pvt Ltd

### EMPLOYMENT TYPE

Full-time, Contractor

### JOB LOCATION

India

? Remote work from: India

### DATE POSTED

? March 13, 2026

- 1–2 years experience in international non-technical voice or BPO processes
- Good communication and customer handling skills
- Ability to follow process, use support tools, and work under SLAs
- Graduate (any stream) eligible
- Immediate joiners preferred; must be able to join within 15–30 days

**Work Details:**

- Work Location: Mindspace, Hyderabad (hybrid model)
- Shift: Rotational shifts (as per project)
- Employment model: Contract-to-Hire (payrolled by Dynpro India Pvt Ltd)
- Interview: Virtual — 2 rounds

**How to Apply:**

Send your resume or contact on WhatsApp at +91 7978743691 or email at [sahil.s@dynpro.in](mailto:sahil.s@dynpro.in)

When applying, include: experience, current CTC, expected CTC, and notice period