WORK VAPOR

Job Link: https://workvapor.in/jobs/tech-mahindra-customer-support-work-from-home/

TECH MAHINDRA CUSTOMER SUPPORT WORK FROM HOME

BASE SALARY

INR 14000 - INR 16800

DESCRIPTION

Job Role: Customer Support Associate (CSA)

Company: Tech Mahindra
Location: Work From Home
Hiring Office: Kolkata
Experience: Freshers Only
Age Limit: 18–25 Years
Salary: ?1.68 LPA (Approximately ?14,000 per month in-hand)
Openings: 1
Job Type: Full-Time, Contractual
Process: Voice (Hindi & English)
Education: 12th Pass and Graduates

HR Contact Details

Recruiter: Shreya
Contact Number: 6290450549
Email: sg001126047@techmahindra.com

Job Overview

Tech Mahindra is hiring freshers for the position of Customer Support Associate. This is a permanent work-from-home setup for candidates who can communicate in Hindi and English.

The selected candidates will handle customer queries through voice calls and help resolve their concerns. Immediate joiners are preferred.

HIRING ORGANIZATION

Tech Mahindra

EMPLOYMENT TYPE

Full-time

JOB LOCATION

? Remote work from: India

Key Responsibilities

- Handle customer queries through voice calls.
- Understand customer concerns and provide suitable solutions.
- Maintain clear and effective communication.
- Provide a positive customer support experience.

Eligibility & Requirements

- Minimum qualification: 12th Pass.
- Graduates can also apply.
- Freshers only.
- Age limit: 18–25 years.
- Good verbal communication skills in Hindi and English.
- No major mother tongue influence (MTI).
- Minimum typing speed of 25 WPM with 90% accuracy.

Salary & Benefits

- Annual CTC: ?1,68,000.
- Approximate in-hand salary: ?14,000 per month.
- Fixed salary.

Working Schedule

- 5 working days per week.
- 2 rotational weekly offs.
- 24/7 rotational shifts, including day and night shifts.
- 10 hours of login time, including 9 working hours and 1-hour break.

System & Equipment Requirements

- Windows 10 or Windows 11 operating system.
- Minimum 8 GB RAM.
- Intel Core i5 processor, 6th Generation or above.
- Internet connection with minimum 30 Mbps speed.
- Wi-Fi connection.
- Power backup through inverter or generator.
- Type-A USB noise-cancelling headset.

Documents Required

- Aadhaar Card (front and back).
- E-Aadhaar.
- PAN Card.
- Class 10 and 12 mark sheets.
- Updated CV.

Additional Documents for Experienced Candidates

- Experience letter.
- Offer letter.
- Last 3 months’ salary slips.

Selection Process

1. HR interview through video call.
2. Typing test with minimum 25 WPM and 90% accuracy.
3. Final interview through Google Meet.
4. Assessment will be shared through email before the final interview process.

How to Apply

Interested candidates can contact HR recruiter Shreya at 6290450549.

Send your updated CV and required documents to sg001126047@techmahindra.com. The recruiter has requested candidates to share the documents through email for profile processing.