WORK VAPOR

Job Link: https://workvapor.in/jobs/walkin-drive-for-fresher-customer-service-representative-role-16-dec-24/

WALKIN DRIVE FOR FRESHER- CUSTOMER SERVICE REPRESENTATIVE ROLE- 16 DEC 24

DESCRIPTION

HCL Tech is conducting Walk-In Drive for Fresher's- Customer Service Representative Role- 16Dec, 2024

- **Only Graduates can apply**
- **Candidate should be comfortable for Rotational Shift**
- **Good Communication Skills Required**
- **Good Typing speed**

Interview Location:- HCL Technologies -HCLTech, Village Kanjehara & Chack Gajaria Farms, Sultanpur Road, Mastemau, Lucknow, Uttar Pradesh 226002. Take Entry from Gate No.1.

Timing- 11am-4pm

Job Description – Contact Centre Customer Service Executive

Candidate will serve as customer service executive resolving customer queries in line with the client and business guidelines. Individuals with experience in handling Inbound calls from UK customers**.**

Work Experience & Qualification criteria

- Excellent communication skills – both verbal and written – with a professional telephone etiquette. Helpful, empathetic, and enthusiastic about customer service. Freshers in UK Inbound calling preferably in Banking domain.

Job Description

- Answer all inbound queries as per call flow procedure.
- Adherence to process to ensure high quality and customer service.
- Follow escalation procedures for issues uncontrollable at agent level First call resolution.

HIRING ORGANIZATION

HCLTech

JOB LOCATION

Lucknow, -, Lucknow, Uttar Pradesh, India

DATE POSTED

? December 13, 2024

- Break schedule adherence
- Involvement in motivational activities, implementing feedback given during monitoring sessions.
- Updating various logs like escalation log, complaint tracker etc.
- Ensuring data security – proprietary data of cus**tomers**

Contact person- Arpana (7275882184)

Interested candidates please visit to the campus as per the time only and also carry 2 photocopies of resume.