

Amazon Jobs Part Time/ Customer Support Analyst – Amazon Work From Home

Hiring organization
Amazon

Job Location

India
Remote work from: IND

Date posted
January 31, 2024

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Valid through
31.08.2024

Base Salary

USD 15 - USD 29

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Qualifications

12th Passed & Graduate

Employment Type

Full-time, Work From Home

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Description

Amazon Jobs Part Time

As a Customer Support Analyst, you will play a crucial role in ensuring that our customers have a seamless and positive experience. You will be the frontline representative, interacting with customers, understanding their needs, and resolving issues with a focus on exceeding expectations. If you are passionate about customer service, problem-solving, and thrive in a fast-paced environment, this is the perfect opportunity for you.

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Amazon Careers

Responsibilities:

1. Customer Interaction:

- Engage with customers via multiple channels, including email, chat, and phone, to provide exceptional support and address inquiries.
- Act as a brand ambassador, delivering a consistent and positive experience that reflects Amazon's commitment to customer satisfaction.
- Proactively identify customer needs, troubleshoot issues, and offer tailored solutions to enhance their overall satisfaction.

2. Problem Resolution:

- Investigate and analyze customer issues to provide accurate and efficient resolutions in a timely manner.
- Collaborate with cross-functional teams to escalate and resolve complex problems, ensuring a high level of customer satisfaction.
- Continuously seek opportunities to improve processes and workflows to enhance the overall customer support experience.

3. Documentation and Reporting:

- Maintain accurate and detailed records of customer interactions, feedback, and resolutions.
- Generate and analyze reports to identify trends, patterns, and areas for improvement in customer support processes.
- Contribute to the creation and updating of knowledge base articles to empower customers and streamline support procedures.

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Amazon Jobs Near Me

Skills & Qualifications:

- Bachelor's degree in a relevant field (e.g., Business, Communication, or related disciplines).
- Strong interpersonal skills and the ability to work collaboratively in a team environment.
- Proficiency in using customer support tools and platforms (training will be provided for specific Amazon systems).

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