

Infosys Recruitment 2023 – All Over India Jobs – Customer Service Post

Hiring organization
Infosys

Job Location

India
Remote work from: India

Date posted
August 28, 2023

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Valid through
31.12.2023

Base Salary

USD 20,000 - USD 30,000

APPLY NOW

Qualifications

High school Diploma

Employment Type

Full-time

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Description

Infosys Recruitment 2023

The Customer Service Representative is responsible for providing excellent customer service to Infosys customers via phone, email, chat, and social media. This includes resolving customer issues, answering questions, and providing product and service information. The ideal candidate will have a strong customer service and problem-solving skills, as well as the ability to work independently and as part of a team.

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Infosys Jobs Near Me

Responsibilities:

- Answer customer inquiries via phone, email, chat, and social media
- Resolve customer issues in a timely and efficient manner
- Provide product and service information to customers
- Work with other departments to resolve complex customer issues
- Maintain accurate records of customer interactions
- Stay up-to-date on Infosys products and services
- Proactively identify and resolve customer issues before they escalate
- Escalate customer issues to the appropriate level as needed
- Provide feedback to the team on customer feedback and trends
- Participate in continuous improvement initiatives to improve the customer experience

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Infosys Careers

Skills:

- Strong customer service skills
- Excellent communication skills (verbal and written)
- Problem-solving skills
- Ability to work independently and as part of a team
- Ability to work under pressure
- Strong attention to detail
- Proficient in Microsoft Office Suite
- Bilingual (English/Hindi) a plus

Qualifications:

- High school diploma or equivalent
- 1-2 years of customer service experience
- Proficiency in Microsoft Office Suite
- Bilingual (English/Hindi) a plus

Important Links **Find the Link in [Apply Now](#) Button**

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