



<https://jobroll.govhelp.in/job/phonepe-recruitment-2023-job-alert-customer-support-analyst-post/>

Phonepe Recruitment 2023 – Job Alert – Customer Support Analyst Post

Hiring organization
Phonepe

Job Location

India
Remote work from: IND

Date posted
November 15, 2023

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Valid through
31.03.2024

Base Salary

USD 11,200 - USD 19,200

APPLY NOW

Qualifications

Graduate, 12th

Employment Type

Full-time

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Description

Phonepe Recruitment 2023

PhonePe, India's leading digital payments platform, is seeking a passionate and customer-centric Customer Support Analyst (Fresher) to join our dynamic team. As a Customer Support Analyst, you will play a crucial role in providing exceptional support to our growing user base, ensuring their satisfaction and driving business growth. You will be responsible for handling customer inquiries, resolving issues promptly and effectively, and providing guidance on using PhonePe's products and services.

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Phonepe Jobs Near Me

Responsibilities:

- Provide first-line customer support to PhonePe users via phone, email, and chat, ensuring prompt and efficient resolution of their issues.
- Analyze customer feedback and identify areas for improvement in PhonePe's products, services, and customer support processes.
- Document customer interactions, maintain accurate records, and escalate complex issues to the appropriate team.
- Stay up-to-date on PhonePe's latest features, products, and services to provide accurate and informed support.
- Contribute to the development and implementation of customer support training programs.
- Proactively seek feedback from customers to enhance their overall

experience.

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Phonepe Careers

Skills:

- Strong customer service orientation, with a passion for helping others and resolving issues effectively.
- Excellent communication and interpersonal skills, with the ability to empathize with customers and build rapport.
- Proficient in using Microsoft Office Suite and relevant customer support software.
- Problem-solving and analytical skills, with the ability to identify root causes of customer issues and implement solutions.
- Ability to work independently and as part of a team, collaborating effectively with cross-functional teams.
- Adaptability and ability to work effectively in a fast-paced and dynamic environment.

Important Links

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

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