

Realme Latest Opportunity – Realme Job Change – Job Card For Customer Support Analyst Post

Hiring organization
Realme

Job Location

India
Remote work from: IN

Date posted
March 17, 2024

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Valid through
31.08.2024

Base Salary

USD 13 - USD 27

APPLY NOW

Qualifications

12th Passed

Employment Type

Full-time, Part-time

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Description

Realme Recruitment 2024

realme is seeking a passionate and tech-savvy Customer Support Analyst to join our growing team. In this remote position, you'll be the first line of defense for our customers, providing exceptional technical support and troubleshooting solutions. You'll be responsible for handling a wide range of inquiries via phone, email, and chat, ensuring customer satisfaction is at the forefront of everything you do.

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Realme Jobs Near Me

Responsibilities:

- Respond to customer inquiries promptly and professionally through phone, email, and chat.
- Diagnose and troubleshoot technical issues related to realme smartphones, software, and accessories.
- Research and identify solutions to customer problems, utilizing internal knowledge bases and resources.
- Clearly explain complex technical concepts in a way that is easy for customers to understand.
- Document customer interactions accurately and efficiently.
- Escalate complex issues to the appropriate teams for further resolution.
- Maintain a positive and professional demeanor at all times.
- Proactively identify recurring customer issues and suggest solutions for improvement.
- Stay updated on the latest realme products, features, and troubleshooting techniques.
- Participate in ongoing training programs and development opportunities.

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Realme Careers

Skills:

- Minimum of 1 year of experience in customer service or technical support.
- Proven ability to troubleshoot technical issues and identify solutions.
- Excellent communication and interpersonal skills, with the ability to build rapport with customers.
- Strong written and verbal communication skills in English.
- Active listening skills and a genuine desire to help customers.
- Ability to work independently and as part of a team.
- Proficient in using computers and various software applications, including CRM systems.
- A passion for technology and a strong understanding of smartphones would be a plus.

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