



**SAMSUNG**

<https://jobroll.govhelp.in/job/samsung-recruitment-2024-job-search-customer-service-trainee-post/>

## Samsung Recruitment 2024 – Job Search – Customer Service Trainee Post

**Hiring organization**  
Samsung

### Job Location

India  
Remote work from: IND

**Date posted**  
January 12, 2024

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**Valid through**  
31.08.2024

### Base Salary

USD 11,500 - USD 17,500

APPLY NOW

### Qualifications

12th Pass & Graduate

### Employment Type

Full-time

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### Description

## Samsung Recruitment 2024

At Samsung, we believe in the power of technology to enrich lives and shape a better world. As a global leader in innovation, we are dedicated to providing cutting-edge products and services to our customers. Our commitment to excellence extends beyond our products – it is embedded in our culture, driving us to deliver unparalleled customer experiences. Join us in our mission to redefine the future through innovation and customer-centric solutions.

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## Samsung Careers

### Responsibilities:

- **Customer Engagement:**
  - Engage with customers in a courteous and professional manner, providing assistance and support through various communication channels, including phone, email, and live chat.
  - Actively listen to customer concerns, troubleshoot technical issues, and provide effective solutions, ensuring a positive and satisfying customer experience.
  - Collaborate with cross-functional teams to escalate and resolve complex customer issues, demonstrating a commitment to customer satisfaction.
- **Product Knowledge and Training:**
  - Acquire in-depth knowledge of Samsung's product lines, features,

and functionalities to effectively address customer inquiries and concerns.

- Stay updated on industry trends, product updates, and technological advancements to provide accurate and timely information to customers.
- Participate in ongoing training sessions and workshops to enhance product knowledge, customer service skills, and stay aligned with Samsung's standards of service excellence.

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## Samsung Jobs Near Me

### Skills:

- **Communication Skills:**

- Exceptional verbal and written communication skills with the ability to articulate technical information in a clear and understandable manner.
- Active listening skills and the capacity to empathize with customers, ensuring effective communication and issue resolution.

- **Problem-Solving:**

- Strong analytical and problem-solving skills, with the ability to think critically and make informed decisions to address customer concerns.
- Proven ability to troubleshoot technical issues and provide solutions in a prompt and efficient manner.

- **Team Collaboration:**

- A collaborative mindset with the ability to work seamlessly with cross-functional teams, sharing insights and contributing to the continuous improvement of customer service processes.

### Important Links

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

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