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Tech Mahindra Jobs – Job Alert – Fast Job For Customer Support Engineer

Hiring organization
Tech Mahindra

Job Location

India

Remote work from: IN; US; AU; NZ; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; DK; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

Date posted

March 21, 2024

Valid through

31.12.2024

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Base Salary

USD 15 - USD 23

Qualifications

Graduate, Post Graduate

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Employment Type

Full-time

Description

Tech Mahindra Recruitment 2024

Are you passionate about technology and helping others succeed? Do you thrive in a fast-paced environment where you can leverage your problem-solving skills to make a real difference? If so, then a career as a Customer Support Engineer at Tech Mahindra might be the perfect fit for you!

Tech Mahindra Jobs Near Me

Tech Mahindra is a leading name in the technology industry, offering a wide range of services and solutions to clients across the globe. We're looking for talented and motivated individuals to join our growing customer support team, providing exceptional technical support to our valued customers.

Summary

In this role, you'll be the first line of defense for our customers, troubleshooting technical issues, answering questions, and ensuring their satisfaction with our products and services. You'll work closely with a team of experts to diagnose and resolve complex problems, while also providing clear and concise communication to keep customers informed throughout the process.

This is an opportunity to build a rewarding career in a dynamic and supportive environment. We offer a comprehensive benefits package, competitive salary, and

the chance to work on cutting-edge technologies. If you're looking for a challenging and rewarding role where you can make a real impact, we encourage you to apply!

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Key Responsibilities

- Provide exceptional technical support to customers via phone, email, and chat.
- Troubleshoot and diagnose a wide range of technical issues related to our products and services.
- Research and identify solutions to complex problems, leveraging internal knowledge bases and collaborating with technical teams as needed.
- Document customer interactions and resolutions to ensure consistent and high-quality support.
- Escalate unresolved issues to the appropriate teams for further action.
- Proactively identify and report trends in customer issues to improve product development and support processes.
- Maintain a positive and professional demeanor while interacting with customers.
- Continuously learn and stay up-to-date on the latest technologies and products.

Required Skills and Qualifications

- Strong understanding of technical concepts and the ability to apply them to real-world situations.
- Excellent problem-solving and analytical skills.
- Effective communication skills, both written and verbal.
- The ability to work independently and as part of a team.
- A customer-centric focus and a commitment to providing exceptional service.
- Proficiency in using computers and related software applications.
- A valid passport and willingness to travel for on-site customer support (may be required).

Experience

This role is open to both experienced customer support professionals and recent graduates with a strong technical background. We offer comprehensive training and development programs to help you succeed in this role, regardless of your experience level.

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Why Join Tech Mahindra

At Tech Mahindra, we're passionate about innovation and creating a positive impact on the world. We offer a collaborative and supportive work environment where you'll have the opportunity to learn from experienced professionals and grow your career. Here are just a few of the benefits you can enjoy as a Tech Mahindra employee:

- Competitive salary and benefits package
- Opportunities for professional development and training
- A chance to work on cutting-edge technologies
- A collaborative and supportive work environment
- Global exposure and opportunities to work with clients from around the world

Application Process

To apply for this position, please submit your resume and cover letter online. In your cover letter, please tell us why you're interested in this role and what you can bring to the Tech Mahindra team.

Join Us and Make a Difference!

We're looking for talented and motivated individuals who are passionate about technology and customer service. If you're ready to take on a challenging and rewarding role, we encourage you to apply today!

Tech Mahindra offers a dynamic and exciting work environment where you can make a real difference. We look forward to hearing from you!

In essence, this role provides an opportunity to combine your technical expertise with your passion for helping others. You'll be the go-to person for our customers, ensuring their satisfaction and building strong relationships. If you're a team player with a knack for problem-solving and a desire to learn and grow, then we encourage you to apply!

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