Wipro Recruitment 2023 – All India Jobs – Customer Support Engineer Post

Hiring organization
Wipro

Job Location
India
Remote work from: India

Date posted
August 18, 2023

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Valid through
31.12.2023

Base Salary
USD 20,000 - USD 30,000

APPLY NOW

Qualifications
Graduation

Employment Type
Full-time

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Description

Wipro Recruitment 2023

The Customer Support Engineer is responsible for providing technical support to Wipro customers via phone, email, chat, and social media. This includes resolving customer issues, answering questions, and providing technical assistance. The ideal candidate will have a strong technical background and problem-solving skills, as well as the ability to communicate effectively with customers.

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Responsibilities:

- Resolve customer technical issues in a timely and efficient manner
- Provide technical assistance to customers via phone, email, chat, and social media
- Work with other departments to resolve complex customer issues
- Stay up-to-date on Wipro products and services
- Document customer interactions and resolutions
- Participate in continuous improvement initiatives

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Wipro Careers

Skills:

- Strong technical skills (e.g., networking, systems administration, software development)
- 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

Qualifications:

- Bachelor's degree in computer science, information technology, or a related field
- 2+ years of experience in technical support
- Proficiency in Microsoft Office Suite
- Experience with customer relationship management (CRM) systems
- Bilingual (English/Hindi) a plus

Important Links **Find the Link in** Apply Now **Button**

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