

TECH MAHINDRA

1. E Commerce Customer Support



Job Profile Details

Placement Cycle	ARKA JAIN University - Placements 2024-25		
Job Location	Bhubaneshwar & Ahmedabad		
Date of Visit	NA		
Position Type	Full Time		
Expected Hires	NA		
Sector	Customer/Technical Support		
CTC	INR 160000 - 180000		
Category	Level 2 - General		
Description	Age : - 18 - 35 Years This is an OFFICIAL JOB Not a WFH You need to handle E - Commerce Tech Support & Customers' Technical Query and also need to Troubleshoot their Tech & non Tech Issues on call as well as on line . He/She must show the willingness to learn new things every time and then. Must discuss every matter with its supervisor or team leader to get any issue sorted Giving a resolution to the customers or clients should be the whole and sole responsibility. Trouble-shooting & Customer support to premium clients over the phone (inbound) Must be very effective in providing customer service by providing resolution to their complicated queries and issues. Must efficiently set goals and work on so as to avoid any escalations and maintain the relevancy and quality while providing service to the customers.		
	Responsibilities	Required Excellent Oral Communication Skills in	

Skills	English.
	Knowledge on Computers word & Excel .
	Candidate should have Knowledge of OS .
	Willingness to work for 24/7 working environment is a must, which involves (Mandate Night Shift)

Open for Courses

- Jain - Arka Jain University Jharkhand

BBA

1. Finance
2. Marketing
3. Human Resource

B.Com (Hons.)

1. Finance
2. Marketing
3. Human Resource

BCA

1. Data Science (DS)
2. Artificial Intelligence (AI)

B.Sc

1. Biotechnology

BA (Hons.)

1. English

Eligibility Criteria

B.Sc	<i>All students are eligible</i>
BA (Hons.)	<i>All students are eligible</i>
B.Com (Hons.)	<i>All students are eligible</i>
BBA	<i>All students are eligible</i>
BCA	<i>All students are eligible</i>

Work Experience Criteria	No work experience based criteria defined yet!
Allowed Genders	[Y] Male students [Y] Female students [Y] Other Genders
Backlogs	Students with backlog(s) not allowed

Hiring Workflow

Pre-placement Talk	<i>No Venue/Time specified</i>
Group discussion	<i>No Venue/Time specified</i>
HR interview	<i>No Venue/Time specified</i>

Additional Info

No additional information