Colgate Hiring For Freshers – Colgate Careers – Help Desk

Job Location
India
Remote work from: IND

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Base Salary
USD 10 - USD 21

Qualifications
Graduate, 12th

Employment Type
Full-time

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Hiring organization
Colgate

Date posted
February 1, 2024

Valid through
31.08.2024

APPLY NOW

Description

Colgate Hiring For Freshers

As a Help Desk Specialist, you will be the frontline for providing technical support and customer service to our internal and external stakeholders. You will be responsible for troubleshooting a wide range of issues, answering questions, and finding solutions that exceed expectations. This role is crucial in ensuring a smooth and positive experience for everyone who interacts with Colgate.

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Colgate Careers

Responsibilities:

- Provide prompt and accurate technical support to internal and external users via phone, email, and chat.
- Troubleshoot a variety of issues, including software, hardware, network connectivity, and account access.
- Research and identify solutions to problems, utilizing internal resources and knowledge bases.
- Document interactions and track resolutions to ensure efficient problem-solving and continuous improvement.
- Maintain a positive and professional demeanor when interacting with users, even in challenging situations.
- Stay up-to-date on the latest technologies and Colgate products to provide efficient and informed support.

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Skills:

- Excellent communication and interpersonal skills, with the ability to clearly explain technical concepts to non-technical users.
- Strong problem-solving and analytical skills, with the ability to identify root causes and develop effective solutions.
- Proficiency in Microsoft Office Suite and other relevant software applications.
- Ability to work independently and as part of a team, prioritizing tasks and meeting deadlines.
- A positive and customer-centric attitude, with a dedication to exceeding expectations.

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