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Customer Support Analyst – Latest Opportunity – Zomato Vacancy For You

Hiring organization
Zomato

Job Location

India
Remote work from: IND

Date posted

February 15, 2024

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Valid through

31.08.2024

Base Salary

USD 11 - USD 22

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Qualifications

Graduate, 12th

Employment Type

Full-time

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Description

Customer Support Analyst

We are seeking a Customer Support Analyst who can provide our customers with outstanding technical support. The ideal candidate is an excellent communicator who can handle customer inquiries, troubleshoot technical issues, and ensure customer satisfaction.

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Zomato Careers

Responsibilities:

- **Customer Support:** Respond to customer inquiries via phone, email, and chat. Troubleshoot customer issues and resolve them in a timely and satisfactory manner.
- **Technical Assistance:** Provide technical assistance to customers, guiding them through steps to resolve issues.
- **Documentation:** Document technical knowledge in the form of notes and manuals.

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Skills:

- **Communication:** Excellent verbal and written communication skills.
- **Problem-Solving:** Strong problem-solving skills with a focus on customer satisfaction.
- **Technical Skills:** Proficiency in relevant software applications and systems.

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