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Customer Support Engineer in Accenture – Freshers Jobs – Accenture Careers

Hiring organization

Accenture

Job Location

India

Remote work from: IND

Date posted

January 20, 2024

Valid through

31.08.2024

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Base Salary

USD 20 - USD 30

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Qualifications

Graduate

Employment Type

Full-time

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Description

Customer Support Engineer in Accenture

As a Customer Support Engineer at Accenture, you'll be a vital force in ensuring our clients' experience the full potential of our cutting-edge solutions. You'll wear multiple hats, troubleshooting technical issues, providing exceptional support, and proactively identifying opportunities to enhance product adoption and satisfaction. This is your chance to directly impact client success, shape their perception of Accenture, and contribute to the continuous evolution of our offerings.

Accenture Careers

Responsibilities:

- **Become the Tech Guru:** Diagnose and resolve complex technical issues across diverse platforms and applications, exceeding client expectations with clear, concise communication and rapid problem-solving.
- **Champion the Experience:** Offer proactive support, anticipating client needs and identifying opportunities to optimize their usage of our solutions. Go the extra mile to build trusted relationships and cultivate client loyalty.
- **Embrace the Innovation:** Collaborate with internal teams to analyze client feedback and suggest improvements to our solutions. Be a catalyst for innovation, contributing to the evolution of our offerings and driving a positive impact on client success.

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Skills:

- **Tech-Savvy Mind:** You possess a strong understanding of IT principles and a knack for learning new technologies quickly. Your passion for problem-solving shines through in your ability to dissect complex issues and find elegant solutions.
- **Communication Ace:** You can articulate complex technical concepts in a clear and concise manner, ensuring clients feel informed and empowered throughout the support process. Excellent written and verbal communication skills are essential.
- **Empathy & Drive:** You genuinely care about client success and possess the proactive drive to exceed expectations. Building strong relationships and going the extra mile are your trademarks.

Tags:

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