Flipkart Recruitment 2024 – Jobs For Freshers – Customer Support Analyst Post

Hiring organization
Flipkart

Job Location
India
Remote work from: IND

Date posted
January 6, 2024

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Valid through
31.08.2024

Base Salary
USD 10,500 - USD 18,000

APPLY NOW

Qualifications
12th/ Graduate

Employment Type
Full-time

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Description

Flipkart Recruitment 2024

As a Customer Support Analyst at Flipkart, you'll be on the frontlines of our customer care team. You'll handle inquiries through various channels (calls, emails, chats) and work tirelessly to resolve customer issues, answer questions, and provide exceptional service.

Flipkart Careers

Responsibilities:

- Address customer inquiries related to
  orders, deliveries, returns, refunds, account issues, and other
  product/service concerns.
- Actively listen to customer concerns, empathize with their situations, and
  provide accurate and timely resolution.
- Identify and escalate complex issues to relevant teams for further
  investigation and resolution.
- Maintain accurate records of customer interactions and document solutions
  for future reference.
- Work on improving processes and training materials to enhance customer
  experience.
- Analyze customer feedback and trends to identify areas for improvement
  and provide valuable insights to management.

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Flipkart Jobs near me

Skills:

- Bachelor's degree in any discipline (freshers welcome!).
- Excellent communication and interpersonal skills, with the ability to build rapport and trust.
- Strong problem-solving and analytical skills to identify and resolve customer issues effectively.
- Active listening and empathy to understand customer concerns and respond with compassion.
- Proficiency in written and spoken English is a must. Hindi proficiency is a plus.
- Ability to work independently and as part of a team in a fast-paced environment.
- Strong computer skills and proficiency in relevant software applications.
- Customer service experience is a plus, but not mandatory.

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

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