



<https://jobable.govhelp.in/job/infosys-recruitment-2024-job-vacancy-customer-support-analyst-post/>

Infosys Recruitment 2024 – Job Vacancy – Customer Support Analyst Post

Hiring organization
Infosys

Job Location

India
Remote work from: IND

Date posted
January 2, 2024

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Valid through
31.08.2024

Base Salary

USD 18,500 - USD 28,300

APPLY NOW

Qualifications

Graduate

Employment Type

Full-time

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Description

Infosys Recruitment 2024

As a Customer Support Analyst, you'll be the frontline champion for our clients, ensuring their satisfaction and success with our products and services. You'll wear many hats, from troubleshooting technical issues to providing insightful guidance and building lasting relationships.

Infosys Careers

Responsibilities:

- Analyze and resolve customer inquiries across various channels (phone, email, chat, etc.).
- Diagnose and troubleshoot technical problems with software and hardware.
- Provide clear and concise instructions and solutions to customers.
- Proactively identify and escalate complex issues to technical teams.
- Document customer interactions and maintain accurate records.
- Gather feedback and suggest improvements to enhance customer experience.
- Build rapport and positive relationships with clients.
- Stay up-to-date on latest product knowledge and industry trends.

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Infosys Jobs near me

Skills:

- Excellent communication and interpersonal skills, with a focus on active listening and empathy.
- Strong problem-solving and analytical abilities.
- Proficiency in computer skills and familiarity with various operating systems.
- Ability to multitask and prioritize effectively in a fast-paced environment.
- Detail-oriented with a commitment to accuracy and quality.
- Strong written and verbal communication skills.

Important Links Ability to work independently and as part of a team. **Find the Link in [Apply Now](#) Button**

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