



<https://jobable.govhelp.in/job/swiggy-careers-find-a-job-private-job-for-customer-success-associate/>

## Swiggy Careers – Find a Job – Private Job For Customer Success Associate

**Hiring organization**  
Swiggy

### Job Location

Abinash Chaowdhury lane, 700046, Kolkata, West Bengal, India

**Date posted**  
March 26, 2024

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**Valid through**  
31.12.2024

### Base Salary

USD 11 - USD 20

**APPLY NOW**

### Qualifications

12th Pass, Graduate, Post Graduate

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### Employment Type

Full-time

### Description

## Swiggy Recruitment 2024: Make Food Deliveries a Delight for Customers (Remote)

**Do you crave a fast-paced, dynamic work environment where you can directly impact millions of people's lives? Are you passionate about creating exceptional customer experiences?**

If so, then a career as a Customer Success Associate at Swiggy might be the perfect fit for you! In this exciting role, you'll play a pivotal role in ensuring our customers have a seamless and delightful experience using the Swiggy app. You'll be the hero behind the scenes, proactively resolving issues, offering support, and guiding them towards maximizing the value they get from Swiggy.

### Why Join Swiggy?

Swiggy isn't just about delivering food; it's about connecting people with the moments and experiences that matter. We're a rapidly growing company at the forefront of the food delivery revolution in India. Here, you'll have the opportunity to:

- **Make a real difference:** Your work will directly impact the lives of millions of Swiggy users, ensuring they have a smooth and enjoyable food delivery experience.
- **Be part of a passionate team:** We're a young and dynamic team with a shared vision of making food delivery a delightful experience for everyone.
- **Continuous learning and growth:** We believe in investing in our people. You'll have access to a plethora of learning and development opportunities to help you hone your skills and advance your career.

- **Remote work flexibility:** This role allows you to work remotely, giving you the freedom to manage your work-life balance effectively.

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### What You'll Do:

As a Customer Success Associate, you'll be the primary point of contact for our valued customers. Your responsibilities will include:

- Proactively reaching out to customers and addressing their queries and concerns.
- Providing exceptional customer service via phone, email, and chat.
- Troubleshooting technical issues and guiding customers through navigating the Swiggy app.
- Identifying upsell and cross-sell opportunities to enhance customer experience and loyalty.
- Gathering and analyzing customer feedback to identify areas for improvement within the Swiggy platform.
- Working collaboratively with internal teams (operations, marketing) to ensure a seamless customer journey.

### Swiggy Jobs Near Me

#### Required Skills and Qualifications:

- Excellent communication and interpersonal skills, both written and verbal.
- A passion for customer service and a strong desire to exceed customer expectations.
- Strong analytical and problem-solving skills.
- The ability to prioritize tasks effectively and manage multiple deadlines.
- Proficiency in using computers and various software applications.
- A genuine interest in the food and technology industry is a plus.

#### Experience:

- This role is open to both freshers and experienced candidates with a strong foundation in customer service.

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### Why Join the Swiggy Team?

At Swiggy, we foster a collaborative and supportive work environment where your contributions are valued. We offer a comprehensive benefits package that includes:

- Competitive salary and bonus structure.
- Comprehensive health insurance coverage.
- Paid time off and flexible work arrangements.
- Opportunities for professional development and growth.
- A vibrant and fun work culture with a focus on employee well-being.

### **The Application Process**

If you're a highly motivated individual with a passion for customer service and a desire to make a difference, we encourage you to apply! The application process is simple and straightforward. Submit your resume and a cover letter outlining your motivation for joining Swiggy.

### **Join the Swiggy Revolution!**

Become a part of a company that's revolutionizing the food delivery industry and making a positive impact on millions of lives. We offer a dynamic and rewarding work environment where you can grow your skills and contribute to our continued success. Apply today and take your first step towards an exciting career at Swiggy!

In essence, this role is all about ensuring our customers have a positive and effortless experience with Swiggy. You'll be the bridge between our customers and a world of delicious food options, providing exceptional support and guidance every step of the way. If you're a people person with a knack for problem-solving and a desire to make a difference, we encourage you to apply!

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