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Vedantu Help Desk Vacancy – All Job For You – Vedantu Job Vacancy

Hiring organization
Vedantu

Job Location

India
Remote work from: IND

Date posted
January 24, 2024

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Valid through
31.08.2024

Base Salary

USD 13 - USD 22

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Qualifications

Graduate, 12th

Employment Type

Full-time

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Description

Vedantu Help Desk Vacancy

Vedantu is a leading online education platform that empowers students with personalized learning experiences. We believe in making quality education accessible and affordable for everyone. As a Help Desk Specialist, you'll play a crucial role in supporting our students, teachers, and parents by providing exceptional technical and account-related assistance.

Vedantu Careers

Responsibilities:

- Be the first point of contact for students, teachers, and parents seeking technical assistance or account-related inquiries.
- Troubleshoot and resolve technical issues related to our online platform, including software, hardware, and network problems.
- Provide clear and concise instructions and solutions to users through various channels, such as phone, email, and live chat.
- Maintain accurate records of all interactions and resolutions for future reference.
- Escalate complex issues to the appropriate team for further investigation and resolution.
- Proactively identify and report potential problems to help us improve our platform and services.
- Contribute to the development and maintenance of knowledge base articles and other resources to assist users.

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Vedantu Jobs For Freshers

Skills:

- Excellent communication and interpersonal skills, with the ability to build rapport with users of all ages and backgrounds.
- Strong problem-solving and analytical skills, with the ability to think critically and identify the root cause of issues.
- Proficiency in using computers and various software applications, including web browsers, email, and ticketing systems.
- A passion for education and a desire to help others succeed.
- Ability to work independently and as part of a team in a fast-paced environment.
- Excellent time management and organizational skills.

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