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Wipro Job Vacancy – All India Jobs – Customer Success Associate Posts

Hiring organization
Wipro

Job Location

India
Remote work from: IND

Date posted
March 17, 2024

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Valid through
31.08.2024

Base Salary

USD 22 - USD 33

APPLY NOW

Qualifications

Graduate

Employment Type

Full-time

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Description

Wipro Recruitment 2024

As a Customer Success Associate at Wipro, you will be the first point of contact for our valued customers, providing exceptional service and support across various channels. You'll play a crucial role in building positive brand experiences, resolving customer inquiries, and ensuring their satisfaction.

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Wipro Careers

Responsibilities:

- Respond to customer inquiries promptly and professionally via phone, email, chat, and social media.
- Accurately diagnose and troubleshoot customer issues, providing clear and concise solutions.
- Escalate complex issues to the appropriate team when necessary.
- Actively listen to customer concerns and feedback, demonstrating empathy and understanding.
- Proactively identify upselling and cross-selling opportunities to enhance customer experience and loyalty.
- Maintain accurate records of customer interactions and ensure adherence to data privacy regulations.
- Contribute to continuous improvement of customer service processes and procedures.

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Wipro Jobs Near Me

Skills:

- Excellent communication and interpersonal skills, both written and verbal.
- Strong problem-solving and analytical skills.
- Ability to work independently and as part of a team.
- Proficient in using computers and various software applications.
- Detail-oriented with a strong work ethic and commitment to quality.
- Adaptability to a fast-paced and dynamic environment.

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