



<https://jobable.govhelp.in/job/zomato-recruitment-2023-24-all-job-for-you-customer-support-engineer-post/>

## Zomato Recruitment 2023-24 – All Job For You – Customer Support Engineer Post

### Hiring organization

Zomato

### Job Location

India

Remote work from: IND

### Date posted

December 28, 2023

### Valid through

31.08.2024

### Base Salary

USD 11,500 - USD 19,700

APPLY NOW

### Qualifications

12th/ Graduate

### Employment Type

Full-time

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### Description

## Zomato Recruitment 2023-24

Zomato, India's leading food delivery platform, is searching for bright minds like you to join our team as Customer Support Engineers in 2023-24. This is your chance to be at the heart of the foodie ecosystem, ensuring every mealtime experience is smooth, delicious, and delightful for our millions of users.

## Zomato Careers

### Responsibilities:

- Respond to customer inquiries via phone, email, chat, and social media platforms.
- Investigate and troubleshoot issues related to orders, deliveries, payments, app functionality, and restaurant services.
- Provide clear and concise instructions and solutions to resolve customer concerns.
- Escalate complex issues to relevant teams while keeping customers informed and updated.
- Analyze customer feedback and data to identify areas for improvement in the food delivery experience.
- Develop and implement proactive measures to prevent recurring issues and enhance customer satisfaction.
- Collaborate with restaurants and delivery partners to address customer concerns and ensure smooth service delivery.
- Maintain accurate records of customer interactions and resolutions.

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## **Zomato Jobs near me**

### **Skills:**

- Excellent communication and interpersonal skills with a genuine passion for helping people.
- Strong analytical and problem-solving skills with the ability to think creatively and find solutions.
- Patience, empathy, and a positive attitude to handle challenging customer situations.
- Proficiency in computer skills and ability to learn new technology platforms quickly.
- Strong attention to detail and a commitment to providing efficient and accurate support.
- Ability to work independently and as part of a team in a fast-paced environment.

### **Important Links**

**Find the Link in [Apply Now](#) Button**

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