Zomato Recruitment 2024 – Free Job – Customer Support Engineer Post

Job Location
India
Remote work from: IND

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Base Salary
USD 11,500 - USD 19,700

Qualifications
12th/ Graduate

Employment Type
Full-time

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Description

Zomato Recruitment 2024

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.

Hiring organization
Zomato

Date posted
January 4, 2024

Valid through
31.08.2024

APPLY NOW

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**