

Walk-In

Customer Support Specialist Graduates between 2022 and 2024 January 7th, 2025 Time: 9.00 AM

We are conducting Walk-In for Customer Support Specialist on **January 7th, 2025**.

Please find the details below.

Job Description:

We are seeking a dedicated and empathetic Customer Support Specialist to join our growing team. The ideal candidate will be responsible for delivering top-tier support to our customers, ensuring their inquiries and issues are resolved efficiently and effectively.

Responsibilities:

- Respond to customer queries via email, chat, and phone in a timely and professional manner.
- Troubleshoot customer issues and provide effective solutions.
- Guide customers on the use of our products/services, offering step-by-step assistance.
- Document customer interactions and maintain accurate records in the company CRM system.
- Collaborate with internal teams, including product development and sales, to ensure customer feedback is shared and improvements are made.
- Identify common customer challenges and proactively suggest solutions.
- Monitor and report on customer support metrics to drive continuous improvement.
- Participate in training sessions and stay updated with product and industry knowledge.

Required Skills:

- Proven experience in a customer support role or similar customer-facing position.
- Excellent verbal and written communication skills.
- Strong problem-solving abilities and attention to detail.
- Ability to multitask and manage time effectively.
- Ability to work in shifts.

Educational qualification:

- Any degree (Regular).
- A bachelor's degree in fields such as Business, Communications, Information Technology, or a related area is preferred.
- Minimum of 60% in all academics (HSC mandatory).
- Graduates between 2022 and 2024
- No gaps of any kind.



Experience Level: 0 to 2 years.

Benefits:

- This is a full-time position with a competitive salary and benefits package.
- Work from home option (After the probation period)

Venue:

Syncfusion Software Pvt Ltd,
AJ-217, Eymard Complex,
4th Avenue, Shanthi Colony,
Anna Nagar, Chennai - 600040.

Interested and Eligible candidates can come for a walk-in on **January 7th, 2025, at 9.00 AM**

For any clarifications please contact: recruitment.chn@syncfusion.com

Note: Those who attended the interview already are not eligible for this walk-in.