Flipkart Careers 2023 – Free Job Alert – Job Alert – Fast Job – Customer Support Engineer Post

Job Location
India
Remote work from: India

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Base Salary
Rs. 10,000 - Rs. 15,000

Qualifications
10th, 12th, Graduate

Employment Type
Full-time

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Hiring organization
Flipkart

Date posted
May 17, 2023

Valid through
31.12.2023

APPLY NOW

Description

Flipkart Recruitment 2023

We are seeking a highly motivated and customer-oriented individual to join our team at Flipkart as a Customer Support Engineer. As a Customer Support Engineer, you will play a critical role in providing technical support and resolving customer issues to ensure a seamless shopping experience. Your strong problem-solving skills, technical expertise, and excellent communication abilities will contribute to the satisfaction and loyalty of our customers. If you are passionate about helping others, possess a solid technical background, and thrive in a fast-paced environment, we encourage you to apply for this position.

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Flipkart Jobs Near Me

Responsibilities:

1. Customer Assistance: Assist customers with technical queries, product-related issues, and order inquiries through various channels such as phone, email, and chat. Provide prompt and accurate resolutions to ensure customer satisfaction. Demonstrate empathy, patience, and professionalism in all customer interactions.
2. Troubleshooting and Issue Resolution: Identify and diagnose technical issues reported by customers and provide appropriate solutions. Guide customers through troubleshooting steps and offer clear instructions to resolve problems related to products, services, or online platforms. Escalate

complex issues to the relevant teams for further investigation and resolution.

3. Product Knowledge and Updates: Maintain a comprehensive understanding of Flipkart's products, services, and policies. Stay updated on the latest product releases, features, and technological advancements. Share relevant information and updates with customers to enhance their understanding and usage of Flipkart's offerings.

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Flipkart Careers

Skills:

- Bachelor's degree in Computer Science, Information Technology, or a related field.
- Strong technical aptitude and troubleshooting skills.
- Excellent verbal and written communication abilities.

Important Links

Find the Link in Apply Now **Button**

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