



CUSTOMER SUPPORT EXECUTIVE

RESPONSIBILITIES

- Handle incoming customer inquiries via phone, email, and chat with a friendly and professional attitude.
- Act as the first point of contact to identify customer needs and provide basic troubleshooting or product information.
- Direct complex issues to the relevant internal teams and follow up to ensure the customer receives a timely response.
- Maintain clear and accurate records of all customer interactions and updates.

REQUIREMENTS:

- **1 - 2 years of proven experience in a similar position within the IT industry or a related field.**
- Graduate/ following a degree in a related field.
- Strong verbal and written communication skills with the ability to handle diverse customer interactions with patience and professionalism.
- Basic technical aptitude and the ability to quickly learn company products, services, and troubleshooting techniques.

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