

JOB DESCRIPTION
I. JOB DETAILS

Job Title	Customer Support Executive		
Function	Customer Support	Location	Noida
Direct Reporting to:	Customer Support Manager	Matrix Reporting to:	NA
Staff Supervised	Direct Reports: NA	Matrix Reports:	NA
Job Titles of Direct Reports	NA		

About the Company:

Aeris Communication, Inc. provides IT Services. The company offers IoT solutions, mobility, services, connectivity and device platform as well as infrastructure services. Aeris Communications serves client worldwide.

Website: <https://www.aeris.com/in/>

II. JOB PURPOSE

To address customer issues and resolve them in a timely and efficient manner.

III. KEY RESPONSIBILITIES

- ✓ Support for customer calling, survey and feedback
- ✓ Interaction with customer for beefing features of the applications.
- ✓ Customer support for Mobile App downloading
- ✓ Customer training for use of mobile/ web application
- ✓ Maintaining the customer records , creation of daily/weekly reports

IV. KEY PERFORMANCE INDICATORS

Measurable Deliverables	<ul style="list-style-type: none"> ✓ TAT in query resolution ✓ Efficacy in troubleshoot the queries ✓ Accurate and timely reports
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V. QUALIFICATIONS, CERTIFICATIONS AND EXPERIENCE

Minimum Qualifications	Graduate
Specific experience	Preferred minimum 1 year of experience
Overall experience	0 – 2
Required Skills	<ul style="list-style-type: none"> ✓ Excellent communications Skill (English) ✓ Computer Knowledge- MS office (Advance excel)- must ✓ Good logical and analytical skill ✓ Ready to work under pressure

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