

Company profile: Media NV was established in 2014. Our headquarters is in North America, an MNC, and we have offices in Ahmadabad and Chandigarh. When you work with Media NV, you work with family. We are focused on building the best product leveraging the latest technologies in the market. Our team is comprised of individuals who are passionate, driven, and the best at what they do. We combine creativity, technology, and passion to fully integrate your business with the online world and give you ample opportunity to grow your brand. We are looking to add a senior software project manager to the team.

Job requirement

Designation: Customer Service Representative

Education qualification: BCA/MCA/B. Tech./M. Tech./B.SC.IT/BE Computer

Company website: www.medianv.com

Roles & Responsibilities

- Maintaining a positive, empathetic, and professional attitude toward customers at all times. Responding promptly to customer inquiries.
- Communicating with customers through various channels.
- Acknowledging and resolving customer complaints.
- Knowing our products inside and out so that you can answer questions.
- Processing orders, forms, applications, and requests.
- Keeping records of customer interactions, transactions, comments, and complaints.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of the customer service process.
- Ensure customer satisfaction and provide professional customer support.

Customer Service Representative Requirements:

- High school diploma, general education degree, or equivalent.
- Ability to stay calm when customers are stressed or upset.
- Comfortable using computers.
- Experience working with customer support.

Why join us?

- Competitive salary Guaranteed Incremental.
- Share options.
- 5 days of the company (Monday-Friday).
- Health Insurance Benefits.
- Monthly Team Dinner.
- Team gathering and outing at regular intervals.
- Great working and learning environment.
- Generous leave policy.
- Excellent working and learning platform.
- Rewards and Recognition.

Address: Corporate House 3, Shreeya Amalga, Opp. Avalon Hotel, Thaltej, Ahmadabad - 380059