



**ODeX India Solutions Pvt. Ltd**

## **Job Description**

**Job Title:** Executive – Support

**Reporting to :** Team Leader

**Division/Department:** Support

**Location:** Vikhroli, Mumbai / WFH

**Experience:** Fresher / Min 6 months

**Education:** Graduate

**Language:** English / Tamil / Malayalam / Telugu

### **General Description**

#### **Job Responsibilities:-**

1. Handles the customer requests and complaints.
2. Provide appropriate solutions and alternatives within the time limits.
3. Follow up to ensure resolution.
4. Follow communication procedures, guidelines and policies.

#### **Skills required :-**

1. Good communication skills
2. Knowledge of Microsoft Office