



<https://govhelp.in/job/birla-corporation-recruitment-2023-jobs-near-me-customer-support-engineer-post/>

## Birla Corporation Jobs 2023 – Jobs Near Me – Customer Support Engineer Post

**Hiring organization**  
Birla Corporation

### Job Location

India  
Remote work from: Brazil

**Date posted**  
June 6, 2023

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**Valid through**  
31.12.2023

### Base Salary

USD. 10,000 - USD. 16,500

APPLY NOW

### Qualifications

12th Pass, Graduate.

### Employment Type

Full-time

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### Description

## Birla Corporation Recruitment 2023

Birla Corporation, a leading industrial conglomerate, is currently seeking candidates for the position of Customer Support Engineer. As a Customer Support Engineer at Birla Corporation, you will be responsible for providing technical assistance and support to customers regarding the company's products and services.

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Birla Corporation Careers

### Responsibilities:

1. Customer Assistance: Respond to customer inquiries and provide technical support through various channels, including phone, email, and online chat. Address customer concerns and provide timely resolutions to technical issues.
2. Troubleshooting: Diagnose and troubleshoot technical problems reported by customers. Identify the root cause of issues and propose effective solutions or workarounds.
3. Product Knowledge: Develop a deep understanding of Birla Corporation's products and services. Stay updated on product features, specifications, and usage guidelines to provide accurate and comprehensive assistance to customers.
4. Documentation: Create and maintain technical documentation, including user guides, troubleshooting manuals, and knowledge base articles. Ensure

that documentation is up to date and easily accessible to customers and support teams.

5. Escalation Management: Collaborate with internal teams, including engineering and product development, to escalate and resolve complex technical issues. Provide feedback and suggestions for product improvements based on customer feedback.
6. Customer Training: Conduct product training sessions for customers to enhance their understanding of Birla Corporation's products and optimize their usage. Provide guidance on best practices and use cases.
7. Customer Relationship Management: Build and maintain strong relationships with customers by delivering excellent customer service and support. Proactively engage with customers to ensure their satisfaction and identify opportunities for upselling or cross-selling.
8. Reporting and Analytics: Track and analyze customer support metrics, such as response time, resolution time, and customer satisfaction scores. Provide regular reports and insights to management for process improvement and decision-making.

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Birla Corporation Jobs Near Me

#### Qualifications:

- Bachelor's degree in Engineering, Computer Science, or a related field.
- Previous experience in customer support or technical assistance roles is preferred.
- Strong technical aptitude and problem-solving skills.
- Excellent communication and interpersonal skills.
- Ability to effectively communicate technical concepts to non-technical customers.
- Knowledge of relevant software, hardware, and networking technologies.
- Familiarity with CRM software and support ticketing systems.
- Detail-oriented and organized approach to work.
- Ability to work independently and collaborate with cross-functional teams.

**Important Links** **Find the Link in [Apply Now](#) Button**

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