



<https://govhelp.in/job/icici-bank-recruitment-2023-jobs-near-me-customer-support-analyst-post/>

## Icici Bank Jobs 2023 – Jobs Near Me – Customer Support Analyst Post

### Hiring organization

Icici Bank

### Job Location

India

Remote work from: Brazil

### Date posted

May 26, 2023

### Valid through

31.12.2023

### Base Salary

USD. 11,000 - USD. 17,000

APPLY NOW

### Qualifications

Graduate, 12th Pass.

### Employment Type

Full-time

### Description

## Icici Bank Recruitment 2023

As a Customer Support Analyst, your primary responsibility will be to provide effective and efficient support to customers, addressing their inquiries, troubleshooting issues, and ensuring their satisfaction. You will play a crucial role in resolving customer concerns, analyzing data to identify trends, and providing insights to improve the customer support process. Your strong communication skills, problem-solving abilities, and attention to detail will be essential for success in this role.

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Icici Bank Jobs Near Me

### Responsibilities:

#### 1. Customer Support:

- Respond promptly and professionally to customer inquiries via various channels (phone, email, chat, etc.).
- Provide accurate and helpful information to resolve customer issues and inquiries.
- Ensure timely resolution of customer complaints and escalations.
- Maintain a positive and empathetic attitude towards customers.
- Document customer interactions and resolutions in the customer support system.

#### 2. Troubleshooting and Problem Resolution:

- Analyze and diagnose customer issues by gathering relevant information.
- Offer technical assistance and guidance to customers experiencing product or service-related problems.
- Troubleshoot software, hardware, or network issues remotely or by providing step-by-step instructions.
- Collaborate with cross-functional teams, including developers and technicians, to resolve complex customer problems.
- Escalate unresolved issues to the appropriate teams and track the progress until resolution.

### 3. **Data Analysis and Reporting:**

- Analyze customer support data and identify trends or patterns in customer issues.
- Provide insights and recommendations to improve products, services, and the customer support process.
- Generate reports on customer support metrics, such as response time, resolution time, and customer satisfaction.
- Monitor customer feedback and sentiment to identify areas for improvement.
- Collaborate with the team to implement process improvements and enhance the customer support experience.

### 4. **Knowledge Management:**

- Maintain a comprehensive knowledge base of product features, troubleshooting techniques, and frequently asked questions.
- Update and improve documentation, FAQs, and support materials for internal and external use.
- Conduct training sessions or provide resources to help customers and team members resolve common issues.
- Stay updated on product updates, new features, and industry trends.

### 5. **Customer Relationship Management:**

- Build and maintain strong relationships with customers, demonstrating professionalism and empathy.
- Proactively engage with customers to gather feedback, address concerns, and identify opportunities for improvement.
- Collaborate with sales and account management teams to ensure customer satisfaction and retention.
- Identify upselling or cross-selling opportunities based on customer needs.

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**Icici Bank Careers**

#### **Qualifications:**

- Bachelor's degree in a relevant field or equivalent experience.
- Proven experience in customer support or a related role.
- Strong communication skills, both verbal and written.
- Excellent problem-solving and analytical abilities.
- Patience and empathy when dealing with customers.
- Technical aptitude and ability to understand software and hardware

**Important Links**

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

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