



<https://govhelp.in/job/wipro-careers-work-from-home-jobs-customer-support-posts/>

Wipro Careers – Work From Home Jobs – Customer Support Posts

Job Location

India

Remote work from: IN; US; AU; NZ; DK; HK; JP; KZ; MY; SG; TW; TH; UZ; VN; AT; BY; BE; FR; DE; GR; NL; RU; ES; CH; UK; GB; DZ; KW; MA; QA; SA; MX; AE; CA; GT; DO

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Base Salary

USD. 17 - USD. 25

Qualifications

Graduate, Post Graduate

Employment Type

Full-time, Work From Home

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Description

Wipro Careers

About Wipro

Wipro Limited is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and other emerging technologies to help our clients adapt to the digital world and make them successful. Wipro is a global company with a diverse workforce serving clients across six continents.

Why Join Wipro as a Customer Support Specialist?

This is an exciting opportunity to launch (or expand) your career in a dynamic and fast-paced environment at a world-renowned technology leader. As a Customer Support Specialist at Wipro, you'll play a vital role in ensuring our clients receive exceptional service. You'll be the first line of contact, providing technical assistance, troubleshooting issues, and exceeding customer expectations.

This remote position offers the flexibility to work from anywhere, allowing you to design a work schedule that fits your lifestyle. We offer a comprehensive benefits package, including competitive pay, health insurance, paid time off, and opportunities for professional development. Join Wipro and be part of a team that is passionate about technology and making a difference.

Hiring organization

Wipro

Date posted

April 15, 2024

Valid through

31.08.2024

APPLY NOW

Position: Customer Support Specialist

Company: Wipro Limited

Location: Remote

Job Summary

As a Customer Support Specialist, you will be the primary point of contact for our valued clients, providing exceptional technical support and ensuring their satisfaction. You will troubleshoot a variety of customer issues, identify root causes, and work towards swift resolutions. Your responsibilities will also include providing product information, educating customers on best practices, and documenting interactions to ensure future reference.

This role requires a strong understanding of technology principles and the ability to explain complex concepts in a clear and concise manner. Excellent communication, interpersonal, and problem-solving skills are essential. You will thrive in a fast-paced environment and enjoy collaborating with a supportive and knowledgeable team.

Key Responsibilities:

- Provide exceptional technical support to clients via phone, email, and chat
- Troubleshoot customer issues, identify root causes, and work towards efficient resolutions
- Research and provide accurate product information
- Educate customers on best practices and product functionalities
- Document customer interactions for future reference
- Maintain a positive and professional demeanor at all times
- Escalate complex issues to the appropriate team members
- Adhere to company policies and procedures

Required Skills and Qualifications:

- Bachelor's degree in Computer Science, Information Technology, or a related field (or equivalent experience)
- Minimum 1 year of experience in customer service or technical support (Freshers will also be considered for the right candidate)
- Strong understanding of technology principles
- Excellent communication, interpersonal, and problem-solving skills
- Ability to work independently and as part of a team
- Proficient in Microsoft Office Suite (Word, Excel, PowerPoint)
- Excellent written and verbal communication skills
- Ability to prioritize tasks and manage time effectively
- Strong analytical and critical thinking skills
- A positive and professional attitude

Benefits & Work Environment

Wipro offers a comprehensive benefits package that includes:

- Competitive salary and benefits package
- Health insurance, dental, and vision insurance
- Paid time off (vacation, sick leave, holidays)

- 401(k) retirement savings plan with company match
- Opportunities for professional development and career advancement
- Flexible work arrangements (remote work)
- Positive and collaborative work environment
- Opportunity to work with cutting-edge technologies
- Be part of a global team making a real difference

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Application Process

To apply, please submit your resume and cover letter online. Your cover letter should highlight your relevant skills and experience, and why you are interested in this position at Wipro.

Join Wipro and Make a Difference!

We are looking for passionate and talented individuals to join our growing team. If you are looking for a challenging and rewarding career in a fast-paced environment, we encourage you to apply!

General Overview

As a Customer Support Specialist at Wipro, you will play a critical role in ensuring our clients have a positive experience. You will be the first line of defense, providing technical support, troubleshooting issues, and exceeding customer expectations. This remote position offers the flexibility to work from the comfort of your own home, allowing you to design a work schedule that fits your lifestyle. We offer a competitive salary and benefits package, along with opportunities for professional development and career advancement. Join Wipro and be part of a team that is passionate about technology and making a difference!

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