Customer Support Executive - Onsite& Hyderabad

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Company: vmedulife Software

Location: Hyderabad

Category: computer-and-mathematical

About vmedulife Softwarevmedulife Software is providing integrated cloud LMS software used by millions of users. We have built great software and excellent client services.Now for further achievements, we are looking for more team members who are self-driven, skilled, and excited to join the vmedulife team soon. Come to work in a growing company that offers great benefits with opportunities to advance and learn.We are looking for an experienced customer relationship executive to be responsible for engaging with key customers by building and preserving trusting relationships. You should also be strategic and analytical when finding solutions to problems to ensure maximum client satisfaction.Roles and Responsibilities 1) Provide onsite support and assistance to clients, addressing product-related inquiries, troubleshooting issues, and resolving problems promptly.2) Deliver exceptional client service, ensuring a positive and professional interaction with clients at all times.3) Conduct product demonstrations, installations, and training as required at client sites.4) Maintain accurate records of client interactions, technical issues, and solutions provided.5) Stay updated on product knowledge, features, and updates to effectively address client concerns and inquiries.6) Adhere to company policies and procedures while maintaining confidentiality and security of client information. Requirements: 1) Previous experience in a on-site customer support role.2) Excellent communication and interpersonal skills, with a customer-centric approach.3) Ability to work independently, prioritise tasks, and manage time effectively.4) Willingness to travel to customer locations.Work Location:Telangana - HyderabadBenefits: 01. Employee Provident Fund and ESIC02. More opportunities to learn03. Performance based incentivesNote :Designation and CTC will be as per market

standards and based on your total experience in the IT industry.

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