

Process Associate

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Company: IGT Solutions

Location: India

Category: office-and-administrative-support

Greetings from IGT Solutions !!

I am writing to inform you about the opportunity for the position of Process Associate at IGT Solutions. Below is the brief :-

About IGT Solutions:

IGT Solutions is a leading customer experience (CX) company, specializing in AI-led transformative experiences for global brands in the Travel and High Growth Tech industries. With a focus on digital and human intelligence, IGT manages end-to-end CX journeys, providing services to 85 renowned customers worldwide. Established in 1998, IGT operates in 30 delivery centers across various countries, employing over 25,000 customer experience and technology specialists.

Contact Person: Nimisha Arora

Date: Every week Monday to Friday.

Time: 9:00 AM 3:00 PM IST

Venue: Ground floor, InfoTech Centre, Milestone 14/2, Old Delhi Gurugram Road, Dhundahera, Gurugram - 122016, Haryana, Nearest Metro station: Sikanderpur

Responsibilities:

Handling the customer queries over inbound calls.

Identify and assess customers needs to achieve satisfaction

Build sustainable relationships and trust with the customer accounts through open and interactive communication

Ability to work in a 24/7 environment in the blended process.

Required candidate profile

Grad fresher or experienced can apply

Comfortable in both English and Hindi language

Able to hold up the conversation

Note Carry a hard copy of your resume. Mention Nimisha Arora on resume.

Why Work at IGT Solutions:

At IGT Solutions, we offer a competitive salary and an industry-leading benefits package.

As a people-first company, we prioritize diversity, wellness, and engagement. Our global team members collaborate, learn, and grow together, fostering a rich cultural exchange. By joining us, you'll contribute to enhancing our clients' customer experiences while enjoying opportunities for personal and professional development.

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