



Position	Customer Service Associate	Job Location	Mumbai
Qualification	Graduate	Years of Exp	1-2

Company Overview	About Us
	<p>upGrad is an online education platform building the careers of tomorrow by offering the most industry-relevant programs in an immersive learning experience. Our mission is to create a new digital-first learning experience to deliver tangible career impact to individuals at scale. upGrad currently offers programs in Data Science, Machine Learning, Product Management, Digital Marketing, and Entrepreneurship, etc. upGrad is looking for people passionate about management and education to help design learning programs for working professionals to stay sharp and stay relevant and help build the careers of tomorrow.</p> <ul style="list-style-type: none"><li>• upGrad was awarded the <a href="#">Best Tech for Education by IAMAI for 2018-19</a></li><li>• upGrad was also ranked as one of the <a href="#">LinkedIn Top Startups 2018: The 25 most sought-after startups in India</a></li><li>• upGrad was earlier selected as one of the <a href="#">top ten most innovative</a> companies in India by FastCompany.</li><li>• We were also <a href="#">covered</a> by the Financial Times along with other disruptors in Ed-Tech</li><li>• upGrad is the <a href="#">official education partner</a> for Government of India - Startup India program</li><li>• Our program with IIIT B has been ranked <a href="#">#1 program</a> in the country in the domain of Artificial Intelligence and Machine Learning</li></ul>

Job Description	<b>Roles &amp; Responsibilities</b> <ul style="list-style-type: none"><li>• Manage large amounts of outbound call requests (Daily ~100) in a professional manner to resolve customer queries</li><li>• Handle customer queries over chats and emails as per the defined TATs</li><li>• Provide accurate, valid and complete information by using the right methods/tools ; provide first call resolution for all type of queries</li><li>• Resolve service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; following up to ensure resolution</li><li>• Handling call scenarios, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution</li><li>• Identify and assess customers' needs to achieve satisfaction</li><li>• Meet personal/team SLAs and call handling quotas</li><li>• Keep records of customer interactions, process customer accounts and file documents</li><li>• Raising "Requests" to cross-functional teams and follow up to resolve the issues within TAT</li><li>• Follow communication procedures, guidelines and policies</li><li>• Go the extra mile to enhance CX</li><li>• Maintain call, chat,&amp; email quality by adhering all quality audit parameters</li><li>• Usual operational days : 5 days a week.</li><li>• Must be available to work on holidays and weekends</li><li>• Flexible for shift timing : Rotational shifts 7am to 10pm</li></ul>
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	<b><u>Skills Required</u></b>
	Communication
	Problem Solving
	Decision Making
	Understanding Customer Needs
	Teamwork & Collaboration
	Accountability & Ownership