



## **Job Title: Customer Support**

**Location:** Bangalore, India

### **What are we looking for?**

We're looking for Customer Support executives to join us in Bangalore. We've grown immensely over the past few years, as has the business complexity. Your role will involve analyzing all aspects of Zerodha, spotting inefficiencies and helping us fix them to continue delivering the best to all our customers.

### **What will you be doing?**

- Identify issues and provide customers with timely resolution.
- Identify any inefficiencies and streamline support team processes.
- Constantly educate yourself on all the products and services Zerodha offers.
- Track markets by reviewing regulatory circulars and financial news.
- The role involves helping clients with queries that can get repetitive and monotonous.
- Be a part of conversations, discussions and developments on internal forums.

### **What are we looking for in candidates?**

- You understand the financial services industry and Zerodha products.
- You are an excellent communicator (written and verbal).
- You are a problem solver who can work in an environment with minimal direction.
- Preferably have trading experience and understand the complexities of trading.
- You are eager to learn and enjoy additional responsibilities.

### **My salary?**

Industry-standard.

If you believe you have the passion and skills to excel in this role, please submit your updated resume and a cover letter detailing your interest in the position and relevant experience.