

Infosys Recruitment 2023 – 2+Years Experience Required – Client Service Specialist Post

Hiring organization
Infosys

Job Location

India
Remote work from: India

Date posted
July 4, 2023

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Valid through
31.12.2025

Base Salary

Rs. 21,000 - Rs. 35,000

APPLY NOW

Qualifications

12th Passed/Graduate

Employment Type

Full-time

Experience

2+Years Experience Required

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Description

Infosys Recruitment 2023

Job Description: Infosys is seeking enthusiastic and customer-focused individuals to join our team as Client Service Specialists. As a Client Service Specialist, you will be responsible for delivering exceptional service and support to our clients, ensuring their satisfaction and building long-term relationships. This is an exciting opportunity for freshers who are passionate about customer service and eager to embark on a rewarding career in the IT industry.

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Infosys Jobs Careers

Responsibilities:

1. Serve as the primary point of contact for clients, addressing their inquiries, concerns, and requests promptly and professionally.
2. Build strong relationships with clients by understanding their business needs and providing tailored solutions and recommendations.
3. Collaborate with cross-functional teams to ensure timely resolution of client issues, managing escalations when necessary.
4. Proactively identify opportunities to upsell or cross-sell services and products based on client requirements and business objectives.
5. Conduct regular client meetings and check-ins to assess satisfaction levels, gather feedback, and identify areas for improvement.
6. Assist in the onboarding process for new clients, ensuring smooth implementation and transition.

7. Stay updated on industry trends, market developments, and emerging technologies to provide informed insights and value-added services to clients.
8. Prepare and deliver regular reports and presentations to clients, highlighting key performance metrics, project updates, and recommendations.
9. Maintain accurate client records, including contact details, communication history, and service agreements.
10. Collaborate with internal teams to drive client success, including sales, operations, and technical support.

Skills and Qualifications:

1. Excellent communication and interpersonal skills to effectively engage with clients and understand their requirements.
2. Strong customer service orientation with a proactive and empathetic approach.
3. Good problem-solving skills and the ability to think critically and analytically.
4. Proficiency in multitasking and managing competing priorities in a fast-paced environment.
5. Strong attention to detail and organizational skills.
6. Technical aptitude and the ability to quickly learn and understand complex IT solutions and services.
7. Ability to work both independently and collaboratively in a team-oriented environment.
8. Proficient computer skills, including MS Office applications.
9. Graduation in any discipline is preferred.
10. Freshers with a passion for customer service and a keen interest in the IT industry are encouraged to apply.

Experience:

- Freshers are welcome to apply for this position.
- Prior experience in customer service or the IT industry is an advantage but not mandatory.

Important Links **Find the Link in [Apply Now](#) Button**

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