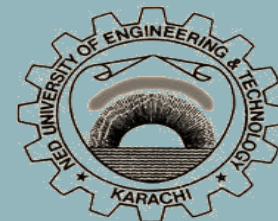


WE'RE HIRING!



Service Coordinator Location: Karachi

Education: Bachelors in Computer Sciences.

Experience: 2-5 years

Job Description:

Technical Skills:

- Answer phone calls and respond to customer requests/inquiries courteously.
- Respond Customer via emails.
- Ticket generation on incident management.
- Follow up customer calls where necessary.
- Coordinate internally with team on Open Cases & provide updates
- Escalate and drive resolution of support issues.
- Working knowledge of Report Creation & dashboards
- Able to understand Customer issue & guide according to Process & Policies
- Route calls to appropriate resource.

Soft Skills:

- Microsoft Office Suite.
- Email Etiquettes.
- Positive Attitude and pro-activeness.
- Good communication skills (Written).
- Being able to deal with all types of people.
- Knowledge of customer service principles and practices.



Mention the job title in the subject and send your updated resume to careers@inboxbiz.com