

Support Executive – Male & Female

 **Location:** Salt Lake Sector V, Kolkata (Work From Office)

 **Openings:** 4 Positions

 **Salary:** Up to ₹20,000 In-Hand (Based on last drawn) + Incentives

 **Shift:** 11:00 AM – 7:00 PM | Mon–Sat (Sunday Fixed Off)

 **Experience:** 1–2 Years in Voice Process / Technical Support / BPO

 **Interview:** Walk-in / Face-to-Face | 11:30 AM – 2:00 PM

 **Immediate Joiners Preferred**

Key Responsibilities

1. Voice Support & Resolution: Handle incoming customer calls, troubleshoot technical issues, and provide accurate solutions.
2. Customer Retention: Maintain high FCR and ensure customer satisfaction.
3. Upselling & Cross-Selling: Identify customer needs and promote relevant products/services through upselling and cross-selling.
4. CRM & Record Management: Maintain accurate call details, customer queries, and ticket status in CRM/Excel.

Qualification & Skills

1. 1–2 years of experience in Voice Process, Technical Support, or Customer Care.
2. Experience in Upselling/Cross-Selling preferred. Candidates should understand the concepts and know how to effectively upsell and cross-sell.
3. Strong issue resolution and customer-handling skills.
4. Excellent verbal communication in English, Hindi & Bengali.
5. Minimum Qualification: Graduate.

Interested candidates please share your resume at: anita@pmspl.net.in