Srinath University
अध्ययन • अनुशासन • अनुग्रहण

JOB DESCRIPTION

Organization:	**Gritty Tech**
Job Title:	**Customer Support Executive**
CTC:	**2.64 LPA**
Location:	**Hyderabad**
Departments Eligibility:	**Management**
Course Eligibility	**BBA/ B.Com/ MBA**
Student Gender Preference:	**ALL**

General Job Description

- Provide post-purchase customer support through phone, email, and chat.
- Build strong customer relationships to improve satisfaction and retention.
- Resolve customer complaints promptly by coordinating with internal teams.
- Identify upselling and cross-selling opportunities.
- Collaborate with sales, product, and technical teams for effective support.
- Maintain accurate customer records and prepare regular reports.
- Achieve KPIs related to response time, resolution time, and customer satisfaction.

Preferred Skills

- Excellent English communication and interpersonal skills.
- Strong customer service and problem-solving abilities.
- Empathy with a customer-first approach.
- Basic knowledge of CRM, LMS, and WhatsApp/Open API tools.
- Strong multitasking and time-management skills.
- Adaptability and ability to work in a fast-paced environment.
- Good upselling and cross-selling skills.
- Ability to work effectively in flexible/rotational shifts.
- 1–2 years of customer support experience preferred fresher’s can apply.

Eligibility
Management
SPECIALIZATION : **BBA/ B.Com/ MBA**
Fresher
Passing-out students from BBA, B.COM, MBA programs.

Job Reviewed by: Senior Director, Training & Placement
Job Approved by: Senior Director, Training & Placement
Job opportunity provided through: Training and Campus Placement Department

DATE:-19.05.2026