



[https://invoay.com/?post\\_type=jobs&p=6102](https://invoay.com/?post_type=jobs&p=6102)

## Support & Implementation Expert

### Description

Acting as the lead point of contact to clients & delivering service via phone, remote connection, email or client side. Daily activities include gathering customer queries related to product features, hardware/software issues or internet connectivity issues and resolving them by evaluating & analyzing. Wherever mandatory, escalating priority issues as per client specifications. Also required are successful planning, product implementation, maintenance and follow up for all Invoay users.

### Responsibilities

- Knowledge of computer hardware and software.
- Should have excellent communication skills (English, Hindi or any local language).
- Willing to work in rotational shifts.
- Prior experience in handling customers of beauty and Wellness industry is a plus.
- Proper phone etiquette & effective listening skills.
- Multi-tasking capabilities.
- Ability & desire to work in a fast-paced, fun & demanding environment.

### Qualifications

- Any Graduate/Post Graduate.

### Experience

0-2

### Job Location

Delhi