



ROLE: Customer Service Executive
LOCATION: Gurgaon
TOTAL EXPERIENCE: Fresher / 1-2 yrs exp

Vacancy ID – 006/Feb16

JOB TITLE	Customer Service Executive
ORGANIZATION	MPS Limited. #340, Udyog Vihar, Phase 4, Gurgaon. Phone-0124-4760094
DISCRIPTION / PROFILE	<ul style="list-style-type: none">• Receive orders from the client side on Fax/Emails/Online Orders.• Searching the customers in the database• In case of existing customers fetching the records and for new customer creating the customer ID/Demographics.• Checking the availability of the ordered journal.• Apply the payment online with credit cards information provided by the customer.• In case of prepaid order, checking the payment and processing the order• Forwarding the unresolved cases to the client.• Reports for daily activity and sending the same to their TLs/AM.• Rotational Shift.
ELIGIBILITY	Graduates with Excellent command over English.