



ROLE: Customer Service Executive- Operations

LOCATION: Gurgaon

TOTAL EXPERIENCE: 3 Years

Vacancy ID – 007/Feb16

JOB TITLE	Snr. Executive – Customer Service & Operations
ORGANIZATION	MPS Ltd. #340, Udyog Vihar, Phase 4, Gurgaon122016 Ph:0124-4760000 Email:jobs@adi-mps.com
DISCRIPTION / PROFILE	Excellent written and spoken English Prior experience in Email customer support & fair understanding of order to cash business Daily email and transactional auditing Daily work allocation, dispatch, query resolution Managing daily operational requirements, like, Online Access management, release, bank realization, etc. Managing 1 st level escalation and mentoring Reporting and workflow management Daily operational client liaison
ELIGIBILITY	Prior experience of 3 years in International BPO