



ROLE: Senior Customer Service Executive

LOCATION: Gurgaon

TOTAL EXPERIENCE: 3yrs Experience in international BPO

Vacancy ID - 005/Feb16

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| JOB TITLE | Senior Customer Service Executive |
| ORGANIZATION | MPS Limited. #340, Udyog Vihar, Phase 4, Gurgaon. Phone-0124-4760094 |
| DISCRIPTION / PROFILE | Excellent written and spoken English Prior experience in Email customer support Understanding of order to cash business Daily email and transactional auditing Daily work allocation, dispatch, query resolution Managing daily operational requirements Managing 1 st level escalation and mentoring Reporting and workflow management Daily operational client liaison Minimum 3yrs Experience in international BPO Blended Process (80% Email & 20% Call) Shift Timings: 6:30 pm – 3:30am |
| ELIGIBILITY | Graduates with Excellent command over English. |