

POSITION

## CUSTOMER SUPPORT MANAGER

DURATION

### FULL TIME

LOCATION

### PUNE- MAHARASHTRA

#### ABOUT US

"Knoxed Infotech has zeal and expertise in technology and innovation to make your dreams a reality. We are an ISO-TUV certified company with experience in the market of over 10 years. The following are some of the services we provide:

1. IT Services and solutions
2. Custom Software Development
3. Customer Support
4. Graphics

We also support Clients based in the UK and Germany through our dedicated departments as follows:

1. Procurement
2. Sales
3. Human Resources

We have our office locations in the UK, Germany and China. We believe in and support diversity. Our teams come from different Geographical locations within India and we believe that adds richness to our skill sets and knowledge. Our products are supplied to big-name brands and have been featured in the famous international magazine, having received an excellent five-star rating. We have, over the years remained committed to providing our clients with quality, customized service and it is this business model that has allowed us to expand and grow."

#### KNOXED TRAININGS

At Knoxed Infotech, we believe in our staff potential and aim to support all staff and develop their skills through comprehensive training and development programs. In line with this, we are providing a training facility to employees like Department training and business skills development training. For this purpose, the company is investing over **Rs. 2,00,000** and believes that enhancing staff skill sets will prove to be mutually beneficial in the longer run.

#### KNOXED TRAINING DETAILS

- PDCA (Plan-Do-Check-Act)
- 5W 1H (Who, What, When, Where, Why, and How)
- Quality Module - Think before you act
- Knoxed Document Process
- Thinking in colour
- Myers Briggs
- Learning to delegate
- Professionalism
- SMART methodology
- Meeting and Agenda structure

## KEY AREAS OF RESPONSIBILITY

- Experience in managing a team of people to meet department goals and targets.
- Managerial skills - Responsible for team performance and KPI.
- Updating product specification.
- Processing documentation.
- Replying to technical related emails from customers involving transaction through the website.
- Responding to mixed customer enquiries on time & right attitude with the customer being the priority.
- Writing effective emails leading to resolution and Customer Satisfaction.
- Correspond with careful attention to customer details so that it presents the professional image of yourself and the company.
- Coordination with internal client over written communication & calls.
- A flexible attitude with proven experience of working in a team.
- Maintain health checks of Multiple Seller Accounts.

## EXPERIENCE AND SKILLS REQUIRED

- Excellent English communication skills both spoken and written.
- Writing clear, concise & professional emails.
- Work on own initiative.
- Good Computer knowledge.
- Effective Problem Solving Skill.
- Managerial skills.
- Qualification: Graduate in Relevant field.
- Experience: 3 to 5 Years.

**SALARY: RS. ₹25,000.00 TO ₹27,000.00 /MONTH (DEPENDING ON THE LEVEL OF SKILLS)**



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