

Company Name: Sheva Empresa LLP

Company Website: www.shevatechserv.com

**Customer Support Representative
(Chinese Language Resource)
Mumbai, India (Work from Office)**

About the Role

We are seeking a motivated and customer-centric Customer Service Representative (CSR) to join our growing team. In this role, you will be the first line of support for our Chinese speaking customers, ensuring their questions and concerns are addressed promptly and professionally

Responsibilities:

- Manage and resolve customer complaints promptly and efficiently, ensuring customer satisfaction
- Identify and escalate complex or unresolved issues to supervisors for further resolution
- Provide accurate and detailed product and service information to customers, addressing their queries and concerns effectively
- Utilize applicable software to research, identify, and resolve customer complaints in a timely manner
- Document all support request information according to established standard operating procedures, maintaining accurate and organized records
- Recognize, document, and alert the management team of emerging trends in customer requests, enabling proactive problem-solving and service improvement
- Follow up with customer calls where necessary, ensuring complete resolution of their issues and providing updates on the status of their requests
- Effectively communicate with customers, demonstrating empathy and building rapport

Qualifications:

- Education Qualification: Bachelor's degree

- Have at least 6 months of customer support experience, gaining hands-on experience in handling customer interactions
- Excellent Chinese and English written and verbal communication skills
- Ability to prioritize tasks, manage workload effectively, and meet deadlines
- Proficient in Microsoft Office Suite and in relevant computer applications
- Possess a deep understanding of customer service practices and principles, ensuring adherence to best practices and delivering exceptional customer experiences
- Exhibit excellent typing skills, enabling efficient and accurate documentation of customer interactions and support requests
- A positive and customer-centric attitude
- Possess superior listening, verbal, and written communication skills, facilitating effective communication and rapport-building with customers
- Demonstrate the ability to handle stressful situations appropriately, maintaining composure and professionalism even under pressure
- Have perfect fluency in Chinese and English, enabling seamless communication with customers and colleagues