

Job Description - Customer Support Specialist

An international gaming company headquartered in Singapore is looking for a Customer Support Specialist in India to assist our customers with any problems when using our products and services.

Customer Support Specialist responsibilities include:

- Responding to customer queries in a timely and accurate way, via instant messaging, email or call
- Identifying customer needs and helping customers use specific features
- Analyzing and reporting product malfunctions

To be successful in this role, you should be an excellent communicator who's able to earn our clients' trust. You should also be familiar with help desk software. Ultimately, you will help establish our reputation as a company that offers excellent customer support throughout the customer journey.

The candidate will be working remotely.

Requirements

- BA/BS degree or above.
- Fluency in English and Hindi, other Indian languages are a plus.
- Excellent communication and problem-solving skills
- Patience when handling tough cases
- Enjoys working with international team
- Familiarity with our industry is a plus

To apply for this opportunity, please send your resume to michellew@apexconsultingasia.com.