



Support Executive

Who we are

Focus Edumatics is a leading ed-tech company that has been offering innovative solutions in the fields of online tutoring and e-learning for more than 15 years. It is a place that creates technology-driven solutions to everyday practical challenges faced in education delivery to improve the teaching-learning process. The company's B2B client base includes universities, publishers, and corporates across the US. Currently, the company caters to 1000 + schools and 300,000 students. We empower individuals to solve, create and deliver adaptable solutions. Here is an opportunity to join our dynamic team and build your dream career.

About the role

In this role, You have to maintain customer focus at all times and respond to customer enquiries over e-mail, and Call using Best Practice guidelines. Take ownership of queries and proactively follow through to resolution

What you will do

- Maintain customer focus at all times and respond to customer enquiries over e-mail, and Call using Best Practice guidelines
- Ensure all customers' queries are investigated and resolved, escalating issues if appropriate, to the Team Leads
- Take ownership of queries and proactively follow through to resolution
- Maintain knowledge of all Existing and Upcoming launches

Who you are

- At least 6 months experience in an outbound process, preferably in an International call centre
- Should Possess good communication skills, both oral and written
- Must be willing to work in Night Shifts as per business requirement for US Time Zone.
- Candidates should be ready to work 6 days/week with rotational Week Offs

Interested?

If you are interested, please drop us an email to careers@focusedumatics.com along with your CV and a brief cover letter on why you are interested in this position.