

Call Center Agent

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Company: Cloudlead.co

Location: Karachi

Category: other-general

CloudLead provides B2B Lead Generation & Data Enrichment services to our partners and clients. Our research analytics engage in continuous research to augment your marketing and sales efforts. Through machine learning tools backed by human researchers, we help marketing and sales scale their outbound processes. With CloudLead, businesses can identify new customer leads, update & improve existing lead database and setup managed outbound email processes. CRM list building and CRM cleansing – we believe that this is the way towards sustainable business growth. Visit www.cloudlead.co or email us for more information: hello@cloudlead.co Twitter account: <https://twitter.com/CloudLeadCo>

The Role

You will be responsible for :

Handling inbound calls and emails in a professional manner.

Resolving customer inquiries and requests and ensuring strong customer satisfaction.

Working with various internal teams to ensure prompt and accurate order processing and delivery.

Escalating customer feedback as required.

Ideal Profile

You have at least 1 year experience within a Customer Service role, ideally within the IT Services and Other Services industry.

You possess excellent interpersonal as well as written and verbal communication skills.

You have working knowledge of MS office, strong communication skills and flexibility

You are a strong networker & relationship builder

You are a strong team player who can manage multiple stakeholders

You possess strong analytical skills and are comfortable dealing with numerical data

What's on Offer?

Flexible working options

Fantastic work culture

Opportunity to make a positive impact

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