

**Customer Support Representative (Night Shift) Jobs in Karachi, Pakistan Created: 28-Nov-2023 08[...]**

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We are currently looking for dedicated and skilled Female Customer Support Executives to join our team for the night shift (9 pm - 6 am). The ideal candidates will be fluent in English, possess excellent communication skills, and have a strong commitment to providing exceptional customer service. This position offers immediate joining, on-site work, and exposure to international customer interactions. We welcome both experienced professionals and freshers who are dedicated, empathetic, problem-solving-oriented, and eager to grow in a dynamic work environment.

**Key Responsibilities:** Respond promptly and professionally to customer inquiries, concerns, and complaints via phone, email, or chat during the night shift. Provide accurate information about products, services, and policies to assist customers effectively. Resolve customer issues, ensuring customer satisfaction and maintaining a positive company image. Collaborate with other team members and departments to address customer needs and resolve problems efficiently. Document customer interactions, transactions, comments, and complaints for record-keeping and analysis. Stay updated on product knowledge and company policies to provide precise and reliable information to customers. Work closely with the sales and technical teams to coordinate

responses and solutions for customers. Identify and escalate priority issues to the appropriate channels for resolution. Follow up with customers to ensure their issues are resolved and they are satisfied with the resolution. Original jobs :

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