

**KRIDENTIA GROUP OF COMPANIES**

Staff Name	Ahmad Zamili Bin Ahmad Zahiri
Staff ID	A0016
Position Title:	Customer Service Executive
Department:	Post Sales Operation
Company:	Kridentia Tech Sdn Bhd
Designation/Job Grade:	Executive
Job Category:	Customer Service
Reporting Superior:	Mohd Nor Affandi Bin Mertadza
Location:	Kridentia Tech Headquarter (Cyberjaya) – Level 2
Job Summary (Purpose of Job)	The customer Service Executive serves as the primary point of contact for any customer who has a question or an issue with a product or service the company sells. This position is also responsible for after-sales support (L1) and escalating the inquiries to L2 or L3 to get the reported problem solved by the respective team within the agreed SLA.
Job Description	<ol style="list-style-type: none"> <li>1) Customer Service <ul style="list-style-type: none"> <li>• Manage incoming/outgoing phone calls and emails</li> <li>Acting as a liaison, providing product/services information, answering inquiries, and resolving any emerging problems that our customers might face with accuracy and efficiency by using the right methods/tools/system to achieve satisfaction</li> <li>• Build sustainable relationships and trust with customer accounts through open and interactive communication</li> </ul> </li> <li>2) After-Sales Support (L1) <ul style="list-style-type: none"> <li>• Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution</li> <li>• Escalate the reported issue to (L2) or (L3) if the problem couldn't be solved at (L1)</li> <li>• Keep records of products sold, their warranty, and service entitlement, also keeping records of customer interactions, process customer accounts, and file documents</li> </ul> </li> <li>3) Cross-departmental collaboration (Includes and is not limited to Sales, Product Assembly, Repair Centre, Logistic, R&amp;D and/or Helpdesk)</li> <li>4) Quality Assurance and Improvement <ul style="list-style-type: none"> <li>• Overseeing the customer service process and proposing an improvement plan when needed</li> <li>• Creating policies and procedures</li> <li>• Project a statistic report base on the logs received and identify the major root cause of the issue for an improvement plan and Sales reference</li> <li>• Planning the training and standardization of service delivery</li> <li>• Possesses excellent product knowledge to enhance customer support</li> </ul> </li> <li>5) Report card presenter in Company Townhall session</li> <li>6) Other tasks related to the division's key responsibility included product assembly and are subject to change when required</li> </ol>
Additional Requirements	<ol style="list-style-type: none"> <li>1) To familiarize the ERP system process and the warranty expiry and service entitlement</li> <li>2) To adhere to the operation working hours to avoid service interruption to the supply chain procedures</li> <li>3) Require to have qualities, eg; patient, empathetic, and passionately communicative. Understand the value of good</li> </ol>