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Job Description

Process Executive - Voice-00058849216

Description

Online Analyst - CM

Qualification:

Graduate (exclusion:

BE/BTech/MCA) or High School graduate or above as may be applicable in the Geo

Responsibility:

Stakeholder/Business Management:

- Administering and helping to manage Client's Product support for the customers who call/chat or email in the support center.
- Customer support to international customers over the phone for voice process (INBOUND and Outbound calling).
- Client products to the customer (Analytics, YouTube etc).
- Efficient and timely service delivery across teams for multiple clients They work closely with the functional leads to define overall strategies and processes to increase the efficiency and productivity within the process They work with BD team to increase the span of services and add new clients.
- Create and manage Risk and mitigation plan based on discussion with project stake holders.
- They serve all clients through Account managers or in a few cases without any intervention of an account manager through various applications.
- Report to the manager on performance status and any escalations.

Web:

Design and develop internet / intranet web pages I the prescribed format adhering to client requirements within agreed TAT

Design:

Design client marketing collaterals/presentations following the prescribed brand guidelines against the agreed timeline and accuracy

- Customer Relationship Management.
- Provide information, educate customer to update trackers, update required applications & tools and keep SME and TL informed of new issues.

People/Team:

- Contribute to and participate proactively in knowledge sharing sessions.
- Participate and contribute to organizational activities.

Technical Skills

SN	Primary Skill	Proficiency Level *	Rqrd./Dsrd.
1	Speaking English	PL1	Required

Domain Skills

SN	Primary Skill	Proficiency Level *	Rqrd./Dsrd.
1	After Sales & Service (Tech)	NA	Desired

Appendix:

Leadership and Professional Development skills

SN	Primary Skill	Proficiency Level *
1	Written Communication	PL2

* Proficiency Legends

Proficiency Level	Generic Reference
PL1	The associate has basic awareness and comprehension of the skill and is in the process of acquiring this skill through various channels.
PL2	The associate possesses working knowledge of the skill, and can actively and independently apply this skill in engagements and projects.
PL3	The associate has comprehensive, in-depth and specialized knowledge of the skill. She / he has extensively demonstrated successful application of the skill in engagements or projects.
PL4	The associate can function as a subject matter expert for this skill. The associate is capable of analyzing, evaluating and synthesizing solutions using the skill.

Job Application Development / Application Maintenance

Primary Location India Region-India-Telangana-Hyderabad

Organization BPO - India

Employee Status Full Time Employee

Schedule Full-time

Job Type Standard

Job Level Professional

Shift Day Job

Travel No

Posting Date Jun 1, 2024