



Sarvaga

Technologies LLP

Job Title: Technical Support Executive & Senior Executive

Job Role: Provide support to *Benchmark Email & Contacts Plus* clients' & customers'.

Excellent English (Written and Spoken) is a must.

Job Description & Responsibilities

Responsibilities (*Benchmark Email*)

Handling clients' technical queries (such as assisting clients with their contacts database(s), design and send email campaigns, working with ISPs on domain and IP reputation and deliverability of emails, and much more) for our product via Live Chat, Email, and Phone Calls.

<https://www.benchmarkemail.com/in/>

Responsibilities (*Contacts Plus*)

- Create an amazing experience for each customer by meeting or exceeding customer expectations on response quality, timeliness of responses and overall customer experience via chat support and ticket support
- Identify customer product concerns or opportunities for improvement.
- Communicate identified concerns and improvement opportunities to all areas of the business accordingly.
- Recognize and act on opportunities to upgrade customers and provide a smooth experience.
- Become a subject matter expert on the Contacts+ platform and stay current on all changes and product updates.
- Thoroughly document bugs and product issues then escalate those via the correct channels.

<https://www.contactsplus.com/>

Benefits:

- Potential for growth and movement within the company
- Fun and collaborative team
- Interact with colleagues from all over the world



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Required Skills, Qualifications and Desired Candidate Profile

B.Tech (CS), BCA, MCA, Diploma in Computers.

Knowledge of different Operating Systems and Email Clients.

Excellent oral and written communication skills. (Mandatory)

Ability to work independently as well as in a team.

Organizational and Interpersonal skills.

A logical mind to analyse and solve technical problems.

Capable of working well under pressure.

Willingness to work in rotational shifts.

Strong documentation skills and attention to detail.

Display a passion for solving customer issues and convey confidence and empathy when working with customers.

Embodies our core values:

- Do what's right
- Put people first
- Give thanks and give back
- Be innovative
- Make it simple
- Teamwork

Nice to Haves:

- An understanding of support ticketing systems such as Help Scout or Zendesk
- Previous experience with project management platforms like Jira
- Any experience in user acceptance testing or QA functions



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Note:

- 1) The work location is **Sector 49 Sohna Road Gurgaon.**
- 2) Cab available for employees working in the night shift (8:30 PM to 5:30 AM). Pick and Drop is available from Iffco Chowk and HUDA City Centre and other areas on the office route.
- 3) Two Saturdays off in a month.
- 4) Additional benefits: Meals, Provident Fund, ESI, and Gratuity.
- 5) Friendly working environment.

About the Company: -

Sarvaga Technologies LLP

We are a global leader in email marketing, doing so by maintaining a dedication to the user experience. It isn't enough that we offer the software and the resources to enable email marketing. If the user isn't reaching their subscribers, Benchmark's job is only half done. At Benchmark, the motto is "not just delivered, received." In a fast-paced digital environment, oftentimes larger companies will leave the process of garnering opens and conversions to their users. At Benchmark, it's an interactive experience.

We have officially acquired Contacts Plus and welcome their team and customers to the Benchmark family. Contacts+ is a contact management app that helps sales professionals, teams and small businesses keep their contacts synced, organized, and updated so they can build better relationships with their prospects and customers.

Contacts+ provides their customers a unified and updated address book solution across multiple platforms as well as list contact management for small businesses and professional teams. We strive to make managing your relationships easy!

We are looking for a driven Customer Support Representative who loves providing top-notch customer service and is looking to make an impact quickly.