



Customer Service Executive (Internship)

Job Description

As a Customer Service Executive Intern in Esmond Service Centre, you will play a crucial role in ensuring exceptional customer experiences for our clients. You will be the first point of contact for IT-related inquiries and will have the opportunity to assist users in resolving technical issues while providing outstanding customer service. This internship offers valuable exposure to the IT support field and a chance to develop essential communication and problem-solving skills.

Responsibilities:

- Provide timely and professional assistance to users through various communication channels, including phone, email, WhatsApp Chat etc.
- Listen attentively to users' technical issues, analyze problems, and offer appropriate solutions or escalate as needed.
- Maintain accurate and detailed records of user interactions and issue resolutions in our CMS system.
- Collaborate with technical teams to resolve complex technical problems and ensure timely issue resolution.
- Guide users through basic troubleshooting steps
- Maintain a positive and empathetic attitude in all interactions, focusing on delivering excellent customer service.
- Escalate critical issues and communicate updates to immediate trainer and/or supervisor
- Continuously learn about our IT systems, products, and services to effectively address user inquiries.
- Assist in documenting and updating user manuals, knowledge base articles, and FAQs.

Requirements:

- Enrolled in any relevant course program from (ITE/Polytechnics)
- Strong passion for customer service and helping others.
- Excellent communication skills, both verbal and written, with the ability to explain technical concepts clearly to non-technical users.
- Basic understanding of IT concepts, including operating systems, hardware, software, and networking.
- Proficiency in using Microsoft Office applications (Word, Excel, Outlook).
- Problem-solving mindset with the ability to analyze and troubleshoot technical issues.
- Ability to work well in a team-oriented environment and collaborate with cross-functional teams.
- Detail-oriented with strong organizational and time-management skills.
- Adaptability to learn quickly and work in a fast-paced, dynamic IT environment.
- Prior customer service experience or IT-related coursework is a plus.

Benefits:

- Hands-on experience in a professional IT service environment.
- Exposure to real-world IT support scenarios and problem-solving.
- Opportunity to develop essential customer service and technical skills.
- Mentorship and guidance from experienced IT professionals.
- Possibility of extending the internship or being considered for future employment opportunities.

If you are eager to learn, passionate about providing top-notch customer service, and interested in gaining practical IT support experience, we encourage you to apply for this rewarding Customer Service Executive Internship.