



Company Profile

Panacea IT services is a leading tech support brand which renders non-stop support to its consumers and businesses across the globe Like US,UK,CANADA,AUSTRALIA,CHINA & INDIA. Since our humble beginning, we have primarily focused on making technology simpler for the world by delivering turnkey technical support solutions for computers and peripherals. Panacea IT services is an independent service provider of remote tech support for third party products. Any use of third party trademarks mentioned on this site, brand names, products and service is only referential and Panacea IT services hereby disclaims any sponsorship, Affiliation or Endorsement of or by any such third party.

We believe in complete satisfaction of the customer with our technical support services. Therefore, we don't ask for a single penny unless your problem is resolved and you are convinced with our services. A specialized team of Microsoft Certified Technicians will make sure that your problem is completely resolved and all the needed measures will be taken so that you don't face the same problem again and again. For years, **Panacea IT services** has become a branded and well renowned online technical support company which thousands of satisfied customers. It is a sole destination for many users who seek high quality help and support for issues related to their computer, router, printer, wireless network, etc.

Designation: Technical Sales Associate (Voice Process)

Industry: ITES/BPO

Website: - www.panaceaitservices.com

Salary: - 14k to 35k +Incentives (Daily & Monthly)

Eligibility:- B.Tech/BCA/All Graduate

Exp.- Fresher or experienced both (0-3 years)

Working Days :- 5 Day

JOB PROFILE:

- ON THE SPOT OFFER LETTER would be provided to shortlisted candidates.
- To provide information to their customer regarding their queries and resolve the end customer issues as per defined
- Able to work independently and efficiently.
- Able to comprehend the request of the customer and meet the quality standard.
- Meet the defined Quality Scores.
- To consistently meet or exceed parameters as defined for the process.
- Shift timing would be of 10 hours as mentioned: 9Hrs Login + 1 Hr Break



- 5 working days
- Fix off (Saturday and Sunday)
- Comfortable working in Night Shifts
- Age Limit: 18 Years min - 40 Years Max
- Daily and monthly Incentives plan
- Free Cab Facility
- Free meal

JOB DESCRIPTION

- Day-to-day contact with the US & Canada based clients.
- Identifying and establishing new business
- Check the problems, related to routers/Computers/Laptops etc.
- Gather the information about clients.
- Performing callbacks as required
- Identify hardware/software problems and offer solutions for customer accounts. As a Technical Sales/ Sales Executive.
- Daily contact with the end user is required and a focus on quick resolution of the problems will be needed.
- Respond to request for support and assistance from customers.
- Ensure the efficient and effective classification and prioritization of request to ensure timely resolution.
- Transfer to the concerned department/Person.

Skills Required

- Excellent communication and customer service skills
- Solid understanding of system resources and allocation
- Should have experience in International BPO.
- Strong technical skills
- Communication skills
- Sales skills
- Personal skills.

Candidate Profile:

An ability to assess each customer/employee's IT knowledge levels

- Ability to deal with difficult callers
- Logical thinker
- Good analytical and problem solving skills
- Up-to-date technical knowledge



- An in depth understanding of the software.
- Good interpersonal and customer care skills
- Good accurate records keeping

Kindly carry your One Set Hard Copy of Resume, Photocopy of all Documents, All Testimonials & Two Passport Size Photographs.