



AMITY TECHNICAL PLACEMENT CENTRE

DELHI | GR. NOIDA | GURUGRAM | GWALIOR | JAIPUR | LUCKNOW | NOIDA

LOCONAV

Campus Recruitment – 2017 & 2018 Batch

(Only for Unplaced Students)

Company	LOCONAV
Ranking	LocoNav is one of world's largest tech venture capital funds, which has also backed companies such as Google, Paypal etc.
Website	http://loconav.com/
Batch	2017 & 2018 Batch
Joining Date	Jan 2018
Date of Campus	Will be informed through email
Time	Will be informed through email
Venue	Will be informed through email
Job Title	Customer Success & Support Team
Eligible Degrees	B.Tech & MBA
Eligible Branches	All streams
Eligibility Criteria	No % Criteria
Location	Gurgaon
Compensation (CTC)	2.0 LPA
Roles & Responsibilities	<ul style="list-style-type: none">● Act as a single point of contact for customers with queries, complaints, feedbacks, Requests etc.● Work with Loconav's existing customer base and ensure their smooth on boarding and product adoption.● Responsible for any upsell and upgrade happening to the existing clients.● Reduce customer churn or attrition, focus on upselling, and driving renewal revenue.● Maintain the detailed customer communication data in a structured manner.● Advocate customer needs/issues cross-departmentally.● Program manage account escalations.● Responds to customer service inquiries regarding company products, features and/or services.● Works with customers and/or distributors to understand and document customer issues. May be involved in pre or post-sales or both.
Other Desired Skills / Competencies	<ul style="list-style-type: none">● Prior experience in Customer Success/Customer Support/Inside Sales or equivalent History of increasing customer satisfaction, adoption, and retention is preferred.● Impeccable written and verbal communication skills.

	<ul style="list-style-type: none"> ● Detail oriented and analytical. ● Strong team player but still a self-starter. ● You're driven: No one needs to push you to excel; it's just who you are. ● Eager to learn, adapt and perfect your work; you seek out help and put it to good use. ● You want to help and serve our customers: They win, so you win.
How to Apply?	<p>Interested and eligible students need to apply on the link given below latest by 22nd Dec 17 by 3:00 pm</p> <p><u>Click here to apply</u></p> <p>Late entries will be automatically deleted.</p> <p>Once applied students need to appear for the process or else his / her name will be put in NIP / Debarred list.</p>

My Best Wishes are with you!

Prof. Dr. Ajay Rana

Advisor