

Costa Rica Jobs Expertini®

Senior Technical Process Executive

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Company: IBPO Costa Rica

Location: Costa Rica

Category: computer-and-mathematical

Helpdesk Agent

Process Executive

116373BR

Job Description

Sr. Technical Process Executive

San Jose, Costa Rica

Technical Process Executive is responsible managing one or more customer service or service desk functions. Acting as a first point of contact to support service users and customers reporting issues, requesting information, access or other services. Delivering customer service through multiple channels including human, Voice digital, self- service and automated.

Responsibilities:

Attend to service desk calls on technical/process related issues to provide support/assistance to customers and log incidents for tracking and escalate to Level 2 & 3 support as appropriate

Raise tickets, if necessary, acknowledge and resolve minor tickets/service requests to ensure adequate support per the SLA

Communicate and provide regular updates to stakeholders, escalate, alert issues to the next

level if required to get faster/further assistance for resolving the issue

Basic Qualifications:

High School Diploma or GED equivalent

At least 1 year of experience in call center/contact center environment in a technical support position

Preferred Qualifications:

Strong command in English Language, C1 minimum

Experience of Microsoft Office 365, Bit Locker, Active Directory, Laptop/Desktop troubleshooting and VPN installation

Customer Focused: Having a passion to provide an exceptional service to clients by exceeding expectations

Proficiency with technology and how to apply it to solve problems

Confident telephone manner with strong communication skills

Positive attitude to every situation, being proactive both in thought and action

Integrity: Ability to handle confidential information displaying values that enable decisions to be made in fair and honest manner

Quick Thinker: Having the ability to interpret and respond to information using logical thinking to provide an appropriate and timely response

Team Player: Resourceful with the ability to work collaboratively with leaders and the wider team

Strong Attendance, performance and adherence to policies are essential for this role

Who We Are

Infosys BPM Limited, a wholly owned subsidiary of Infosys Limited (NYSE: INFY), provides end-to-end transformative business process management (BPM) services for its clients across the globe. The company's integrated IT and approach enables it to unlock business value across industries and service lines, and address business challenges for its clients. Utilizing innovative business excellence frameworks, ongoing productivity improvements, , , and cutting-edge technology platforms, Infosys BPM enables its clients to achieve their cost reduction objectives, improve process efficiencies, enhance effectiveness, and deliver superior customer experience.

Infosys BPM has 45 delivery centers in 16 countries spread across 5 continents, with 56,541 employees from 107 nationalities, as of December, 2023.

The company has been consistently ranked among the leading BPM companies globally and has received over 60 awards and recognitions in the last 5 years, from key industry bodies and associations like the Outsourcing Center, SSON, and GSA, among others. Infosys BPM also has very robust people practices, as substantiated by the various HR-specific awards it has won over the years. The company has consistently been ranked among the top employers of choice, on the basis of its industry leading HR best practices. The company's senior leaders contribute widely to industry forums as BPM strategists.

EOE/Minority/Female/Veteran/Disabled/Sexual Orientation/Gender Identity/National Origin

Country

Costa Rica

State / Region / Province

San Jose

Work Location

San José

Interest Group

IBPO Costa Rica

Domain

Customer Service

Company

IBPO Costa Rica

Role Designation

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