

## **Sr. Customer Support Engineer / Customer Support Engineer**

### **Key Results Areas:**

- Work with customers to help them succeed with the product.
- Product demonstration to users as required (both pre-sales and post-sales).
- Resolving escalated customer complaints without the need of team lead intervention.
- Responsible for completing the service call assigned, on time & to the complete satisfaction of the customer.
- Attending the Customer complaints & regular maintenance visit.
- On Time submission of completed service report and maintain the reports.
- Proactively advising customer on consumables & essential spares procurement based on available stock with customer.
- Follow-up with customers for On Time payment collection and to ensure the status is within defined credit period.
- Support reporting Manager in enrolling/renewing AMC & Filter Kit change.
- Support in Technical Sales – Conversions & Consumables Sales.
- Maintain Good customer relation.
- Maintaining good relationship with other CSE and the team.

### **Desired Candidate Profile:**

- Bachelors Degree / Diploma in Engineering, preferably Mechanical, Electrical, Electronics, Instrumentation.
- Knowledge in CIJ, DOD, TIJ & TTO printers is preferrable.
- Minimum 2 to 5 years of working experience in the related field.
- Good Troubleshooting & Problem-solving Skills.
- Good communication skills - Proficiency in English/Hindi and concerned regional language.
- Profile demands frequent travelling and upto 80% of the month.
- Driving License & two-wheeler is must.