

Who are we,

Sense Micro Distributions (PVT) Ltd is an innovative ICT product distributor and service provider which established in 2001. We provide cutting-edge and reliable technology solutions for SME, State Institutions, and Large Enterprises. Our certified and specialized technology support team ensures to deliver of efficient and competent technical. solutions from pre sales to after sales levels.

We're Hiring!

Customer Support Executive Service Center

Scope of Work

- Rectify product or service problems by understanding the customer's complaint, determining the cause of the problem, and identifying and communicating the ideal solution to resolve the problem.
- Resolve customer complaints via phone, email, or social media.
- Monitoring ERP to keep track of customer queries and complaints.
- Increase trust and customer satisfaction levels through transparent communication.
- Collaborate with internal teams and merchant partners to identify opportunities for existing customers to use more of the platform and remove roadblocks.
- Provide accurate, valid, and complete information by using the right methods.

Candidate Profile

- A minimum of 02 years of experience in a similar capacity
- Full or part qualification in Business Management/ Customer Relation Management and Diploma in Computer Hardware
- Strong communication skills in both English and Sinhala.
- Proficiency in MS Office Packages and Google Applications, with the ability to quickly learn new software and tools.
- Excellent time management skills, with the ability to prioritize and manage multiple tasks effectively.
- A customer-oriented mindset with a strong passion for quality, and a commitment to delivering exceptional customer service.
- Passion for technology and a desire to stay up-to-date with the latest trends and developments in the field

If you fit the above criteria, we would like to hear from you.

Please email your complete resume with the names and contact details of two non-related referees to

recruitment@sense.lk

**Please mention the position applied for in the subject line of the email.*

