

# Upgrade your career



## English Customer Service Advisor

### Job description

**After an induction training you will be able to:**

- handle incoming phone calls/ e-mails from customers regarding technical issues related to everyday usage of a computer
- analyze and resolve most common enquiries using step-by-step solutions provided to you
- deliver high quality standard service to customers
- cooperate with IT specialist team to deal with more complex issues

### Candidate's profile

**Before you start our induction training we will check if you have:**

- **very good English language skills**
- pro client attitude and communication skills
- basic experience in Windows 7 and MS Office
- customer service experience (is an asset but is not necessary)
- team player, problem solving attitude and efficient task management skills



Interested candidates are invited to send CV to [praca.pl@capgemini.com](mailto:praca.pl@capgemini.com).  
Please include the name of the event where you met us in the subject of your message.