

Upgrade your career



German 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:

- **fluent German**
- **communicative knowledge of English**
- 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.
Please include reference number: Ger/CSA/OP in the subject of your message.