**Job Title: Customer Service Representative**

**Location:** Gurugram, Harayana

**Company:** Cogent

**Job Description:** As a Customer Service Representative, you will be the first point of contact for our customers, providing them with assistance and support regarding our products/services. You will handle inquiries, resolve complaints, and ensure a positive customer experience at all times. Your main responsibilities will include:

* Responding promptly to customer inquiries via phone, email, or live chat
* Acknowledging and resolving customer complaints in a timely manner
* Providing product information, troubleshooting assistance, and guidance to customers
* Processing orders, returns, and exchanges accurately and efficiently
* Liaising with other departments to address customer concerns and escalate issues when necessary
* Maintaining accurate records of customer interactions and transactions
* Identifying opportunities for upselling or cross-selling additional products/services
* Following company policies and procedures to ensure consistent service delivery

**Requirements:**

* Previous experience in a customer service role preferred
* Excellent communication and interpersonal skills
* Strong problem-solving abilities and attention to detail
* Ability to multitask and prioritize in a fast-paced environment
* A positive attitude and a passion for helping others