

Company profile

Live-Technician.com is a Canadian based firm having its branches in United States and India. We offer professional service for a variety of computer related issues like installation and setup, optimization (irrespective of the brand & model of PCs), repair and diagnostics and total security.

At live-technician.com, we provide comprehensive assistance for every technical request of yours with excellence coupled with courtesy. To ensure this service, we make all of our technicians earn their title by undergoing a series of extremely rigorous tests. This way, we offer the service you are looking for.

Live-Technician.com ensures you enjoy your technological investment to the fullest.

Company URL- www.live-technician.com

Job description:

- Troubleshoot for technical issues related to computers
- Providing technical assistance to international clients Should focus on selling of Annual/Per incident plan
- Technical Sales process(Only voice based) receive the calls of the Customers, Solve their query, up-sell the product
- Responsible for effectively handling customer objections/queries, and meeting conversion/revenue targets Interaction with customers located in the USA /Canada over the phone
- Performing callbacks as required
- Respond to request for support and assistance from customers.

Skills required:

- Excellent communication and customer service skills
- Flexible work style - ability to work shifts and weekends
- Professional work attitude, ability to learn
- Ability to work under pressure
- Experience in sales(Voice) or Fresher would also work