

hippocloud

Technologies Private Limited

Dear All,

Hippo Cloud Technology Pvt Ltd is a leading provider of cloud-based business software solutions, including Tally automation and digital transformation services. The company is currently hiring Customer Support Executives to assist clients with technical queries and ensure smooth onboarding and usage of software products.

For more details, visit: www.hippocloudtechnology.com

Role: Customer Support Executive

Verticals: - Business Development

Vacancy: 3 positions

Job Location: Secunderabad, Hyderabad

CTC: ₹12,000 – ₹18,000 per month

Eligibility:

- 0–3 years of experience in customer support or technical helpdesk roles
- Strong communication skills – verbal and written
- Basic understanding of software systems and troubleshooting
- Familiarity with CRM or ticketing systems is a plus

Job Description:

Hippo Cloud Technology is hiring Customer Support Executives to respond to client issues, provide step-by-step assistance on technical queries, and ensure timely resolution. This is a customer-facing role that combines communication, product knowledge, and coordination with internal teams.

Responsibilities:

- Respond to customer queries via phone, email, chat, or remote support tools
- Diagnose and troubleshoot issues related to software, systems, or applications
- Provide step-by-step guidance to users to resolve problems
- Log all support requests, responses, and outcomes in the ticketing system or CRM
- Escalate unresolved issues to the technical or product team as needed
- Follow up with customers to ensure issue resolution and satisfaction
- Document common solutions, FAQs, and internal troubleshooting steps
- Stay updated on system upgrades, product knowledge, and new features