



**Dear All,**

**Teleperformance** is a global leader in outsourced customer experience management, offering customer support services across industries. The company is currently hiring **Voice Process Executives** for its banking client at the Hyderabad delivery center. The role involves handling inbound/outbound customer interactions in English and Hindi, with structured training and transport provided.

**Role:** Voice Process Executive

**Verticals:** Operations and Admin

**Vacancy:** 20 positions

**Job Location:** Pocharam, Ghatkesar, Hyderabad

**CTC:** ₹13,000 – ₹20,000 (Take Home) + Incentives

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**Eligibility:**

- Any Graduate (from any stream)
  - Fresher or experienced in BPO / customer support roles
  - Good communication skills in both English and Hindi
  - Comfortable with rotational shifts and high call volumes
  - Willing to work on-site in Pocharam, Hyderabad
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**Job Description:**

Teleperformance is hiring Voice Process Executives to handle voice-based customer queries and service requests for a reputed banking client. The role is suited for candidates with strong communication skills and a willingness to work in a structured BPO environment.

**Responsibilities:**

- Attend inbound and/or outbound customer calls related to banking services
- Provide accurate information and solutions to customer queries
- Record all interactions in the internal CRM/ticketing system
- Follow company protocols and quality guidelines during every interaction
- Collaborate with internal teams to escalate unresolved issues
- Maintain high customer satisfaction and meet performance targets

**Additional Details:**

- Work Location: Pocharam, Ghatkesar (Hyderabad)
- Working Hours: 9 hours shift (including 1-hour break)
- Transport: Two-way company bus with point pickup & drop
- Weekly Off: Fixed Sunday off