



**Dear All,**

**Digitide Solutions Limited** is a public limited BPO company offering customer service and support solutions for leading banking clients. The company is currently hiring **Customer Care Executives** to join its voice operations team at its Hyderabad center. This role is key to customer satisfaction and relationship development in a fast-paced voice process environment.

**Role:** Customer Care Executive

**Verticals:** - Business Development

**Vacancy:** 30 positions

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

**CTC:** ₹14,000 – ₹17,000 Take Home + Incentives

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**Eligibility:**

- Any Graduate from any discipline
- Freshers and experienced candidates (0–3 years) are welcome
- Good communication skills in English and Hindi
- Willingness to work in voice-based BPO/customer service operations

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**Job Description:**

Digitide Solutions is hiring Customer Care Executives to deliver high-quality voice-based customer support for a leading banking process. The role involves managing service queries, ensuring customer satisfaction, and contributing to the company's customer relationship goals.

**Responsibilities:**

- Handle inbound and outbound calls regarding banking products and services
- Assist customers with queries and issues in a courteous and professional manner
- Update CRM/ticketing systems with call records and resolution notes
- Collaborate with internal teams to ensure issue resolution
- Meet voice process quality standards and achieve customer service KPIs
- Support overall client satisfaction and retention through consistent communication

**Additional Details:**

- Location: Pocharam, Ghatkesar (Hyderabad)
- Working Hours: 9-hour shifts with 1-hour break
- Weekly Off: Sunday fixed off
- Transport: Two-way company bus with point pickup and drop