

Associate Account Strategist, Global Customer Experience - Hyderabad or Gurgaon

Working in the Global Customer Services Organization which is a part of the small- to medium-sized (SMB) Sales and Operations, you help the wider Global Business Organization better serve Google's worldwide user base for our AdWords product. This fast-paced support and sales team quickly identifies and resolves customer concerns, while also focusing on adding value on every customer concerns and contributes to the growth of our programs.

You will hone your problem solving, relationship-building and sales skills, supporting some of Google's top advertisers and agencies by providing the best possible service via phone, email, or chat. You will have the opportunity to work with diverse markets and team members across the globe, sharing your advanced knowledge of Google products and advising our clients on the best strategy for them to achieve their desired results. Among your many attributes, you are a self-starter who is comfortable with a rapidly changing environment, and you have a strong desire to learn.

Responsibilities:

- Provide outstanding customer service and sales support to Google's customers over phone, e-mail, and/or live chat. Willing to work in shifts.
- Focus on delivering on key results like customer satisfaction, first time resolution, efficiency and quality metrics.
- Add value to every client interaction by marketing the right products/services/features to customers.
- Partner effectively with second level escalation teams to solve customer cases that need specialist attention and care.
- Develop innovative ideas to drive process, product and support improvements. Collaborate with Specialists, Engineers, and Product team members on new feature development.

Minimum qualifications:

- BA/BS degree or equivalent practical experience.
- Ability to speak and write in English fluently and idiomatically.
- Willingness to work in shifts.

Preferred qualifications:

- Relevant customer/client service experience.
- Experience within an online environment.
- Strong communication and interpersonal skills.
- Ability to problem solve and be self driven in all aspects of core work.