

Abans Group is a leading conglomerate that offers targeted solutions ranging from real estate and engineering to retail and Auto, which aim to enhance the lives of Sri Lankan citizens. Join the Abans Group to experience a rewarding career!

Customer Care Executive

Are you passionate about delivering exceptional customer service while supporting IT-related solutions? Join our IT Services Department as a Customer Care Executive and be part of a dynamic team that values innovation, service excellence, and teamwork.

Key Responsibilities:

- Handle inbound and outbound customer queries related to IT services.
- Provide first-level support and escalate technical issues to the relevant IT teams.
- Ensure timely resolution of service requests while maintaining customer satisfaction.
- Maintain accurate records of interactions and follow up on pending cases.
- Support IT services team in meeting departmental service standards.

Requirements:

- Minimum GCE A/L qualification (Diploma/Degree in IT/Business Management would be an advantage).
- Strong communication and interpersonal skills.
- Ability to handle customer queries with patience and professionalism.
- Basic knowledge of IT systems/services will be a plus.
- Prior experience in customer care or helpdesk support is preferred.