

CUSTOMER CARE EXECUTIVE

A Customer Care executive is responsible for providing after-sales service to customers of his or her company. They resolve any queries generated by the customers or clients with efficiency.

PERSONAL COMPETENCIES

- You like trying to help people solve their problems
- You have strong verbal and written communication skills
- You are a careful and organized person



SCHOLARSHIPS

• **National Scholarship Portal** - Visit www.scholarships.gov.in. Under this portal there are Central Government / Assam Government scholarship schemes offered by different departments, UGC/AICTE Schemes*

- Visit www.buddy4study.com for details on available scholarships. This is a gateway to scholarships starting from Class XI.
- Scholarships are also available in the institutes themselves based on merit.

*(Availability of these scholarships can vary from time to time)

LOANS

• **VidyaLakshmi**, www.vidyalakshmi.co.in, is a portal for students seeking education loan. This portal has been developed under the guidance of the Department of Financial Services, (Ministry of Finance), Department of Higher Education (Ministry of Human Resource Development) and Indian Banks Association (IBA). Students can view, apply and track the education loan applications on the website.

- All banks give education loans.



ENTRY PATHWAY

1. Complete 10 + 2 in any stream
2. Complete Bachelor's in any stream

OR

Complete Diploma in Customer Care Management → Opt for an Advanced Diploma in Develop And Maintain Customer Service/ Customer Care Executive Course or any similar subject

OR

Complete Bachelor's in any subject → Opt for a certificate course on customer care and service

Please check the duration of the course during enrolment



EXPECTED INCOME

The figures are indicative & subject to change

The approx. salary of a Customer Care Executive ranges between **INR 10,000-32,000*** per month.

Source: https://www.payscale.com/research/IN/Job=Customer_Care_Executive/Salary

WHERE WILL YOU WORK?

Places of Work: Call Centres of various companies

Work Environment: It is a desk job. You will not handle a team. Local travel is not a part of this job profile. Part-time work and contractual jobs are available. Organizations usually work for 5 to 6 days a week for 8 to 9 hours every day. This may vary from organization to organization

Opportunities for work exist for differently abled in this field

EXPECTED GROWTH PATH

Customer Care Executive → Customer Care Senior Executive → Assistant Manager → Manager

Search keywords...



customer service executive, customer support executive, customer care representative

WHERE WILL YOU STUDY?

The following institutes offer training in Customer Care and Service.

This list of institutes is indicative only

GOVERNMENT INSTITUTES

1. AIIPPHS University, New Delhi
2. Gujarat University (Certificate course)

PRIVATE INSTITUTES

(Please check if Institute is affiliated and accredited with UGC or AICTE before applying)

1. Arunodaya University, Arunachal Pradesh
2. Brevity International Institute of Management and Technology, Bangalore
3. Fortune Institute of Management and Technology, Gujarat
4. Sai Academy, Uttar Pradesh
5. Madras Institute of Retail Management, Chennai
6. Indian School of Business Management and Administration, Mumbai
7. Inspire Training Academy, Chennai
8. Aksa International, Gwalior
9. National Institute of Technical and Management Studies, Nagpur
10. Maples International Institute of Air Hostess Training, Gujarat

Information on the institute rankings can be found at - <http://www.nirfindia.org/2022/Ranking.html>

ONLINE COURSES

Udemy: <https://www.udemy.com/topic/customer-service/>



EXAMPLE FROM THE FIELD

Saurabh Sood is an entrepreneur and founder of Nature Homes, a company that builds wooden houses. He has done his Bachelor's in Computer Science from Delhi University. Sood, now 33 years, began his career in 2009 with Intelenet Global Services as a call centre executive. His company has a current turnover of Rs 1.5 crore.*

Source: <https://www.theweekendleader.com/-Success/2871/woody-worth.html>

**The above information is for training purposes only and will not be used for any commercial gains*