

Company Brief

Progcap is an award-winning Fintech and AI company that is engaged in the business of identifying and underwriting small businesses that need credit, generating credit score using alternative data and marketing of financing products. The company is working towards revolutionizing the way financial access is delivered to underserved segments of the Indian retail economy, through specialized financing and technology products that empower small and medium businesses (SMBs) to progress without obstacles. Working at the intersection of software and financial services, Progcap aims to be the first full-stack retailer-focused digital bank in India. Through its unique LMRF (Last Mile Retailer Financing) Facility, Progcap is solving a lot of problems in the entire supply chain along with bringing the underserved and capital starved MSMEs into formal financing space.

As a company, Progcap has demonstrated exceptional track record, by partnering with over 70 + fortune 500 brands, working with over 700,000 on its platform, credit solution of over ~6000 Cr and raised over 100 Mn across three rounds of funding, navigated a global crisis coming out with NIL NPAs and growing the business 15x from pre-Covid levels. The company is backed by Creation Investments, Google, Tiger Global, Sequoia capital, GrowX and other well-known investors.

Designation: Executive - CRM

Department : Customer Satisfaction

JOB DESCRIPTION

- You will be contributing towards making Progcap the most customer centric company by delivering world class customer experience.
- Obsessed with delivering world class customer experience
- Focused on improving overall customer experience
- Offering customer support & resolving complaints, requests within TAT.
- Demonstrated experience of winning and retaining
- Conducting quality assurance surveys with customers and providing feedback.
- Possessing excellent product knowledge to enhance customer support.

KEY COMPETENCIES AND SKILLS:

- Excellent interpersonal and written and oral communication skills.
- Fast Learner
- Knowledge of CRM systems.

QUALIFICATION AND EXPERIENCE REQUIRED

- A bachelor's degree in administration or related field.
- A minimum of 2 years' experience.

LOCATION: Delhi

Language Knowledge: Hindi & English / Telugu / Tamil / Kannada / Malayalam