



Customer Support Executive

ROLE	LOCATION	DEPARTMENT
Customer Support Executive	Mumbai	Customer Support

▪ ABOUT LOCOBUZZ

Locobuzz builds AI-powered Customer Experience technology that helps global brands listen, engage, and respond to customers across every digital channel; social, messaging, reviews, and support. Our platform combines social intelligence, conversational AI, and workflow automation to manage millions of customer interactions at scale. Leading brands across industries run their CX operations on Locobuzz.

▪ ABOUT THE ROLE

As a Customer Support Executive at Locobuzz, you will play a crucial role in ensuring smooth operations, resolving client issues, and optimising customer experience. Since the role involves both technical and customer-facing responsibilities, we're looking for someone with a software background and a strong understanding of customer service.

▪ KEY RESPONSIBILITIES

- Act as the first point of contact for customer queries and issues
- Troubleshoot UI and integration issues, providing timely resolutions via email, chat, or ticketing systems
- Identify recurring problems, escalate critical issues, and document resolutions
- Use debugging tools to analyse and resolve technical concerns
- Provide product walkthroughs, training, and setup assistance
- Maintain FAQs and troubleshooting guides, updating them as new features roll out
- Notify customers of service disruptions and scheduled maintenance
- Collaborate with internal teams to report bugs, suggest improvements, and ensure priority support
- Assist with API-related queries, third-party integrations, and data privacy compliance (GDPR, CCPA)

▪ KEY SKILLS / WHAT WE'RE LOOKING FOR

- Strong customer service expertise, with the ability to empathise with clients and provide clear solutions (essential)
- Basic technical background, including knowledge of APIs, databases, logs, and debugging (essential)
- Familiarity with social media and ORM platforms such as Facebook, LinkedIn, Twitter, Instagram, and GMB (essential)
- Strong problem-solving mindset, able to analyse issues, find patterns, and drive resolution (critical)
- Experience with ticketing tools such as Zendesk, Freshdesk, or ClickUp (preferable)
- Any undergraduate degree, with excellent communication and interpersonal skills
- Strong attention to detail and organisation, with the ability to multitask and prioritise effectively

▪ WHY LOCOBUZZ?

- Play a crucial, customer-facing role at a fast-paced, dynamic organisation



- Access continuous learning and upskilling opportunities
- Be part of a collaborative team culture that values open communication
- Comprehensive medical coverage for you and your family