

Notice for Placement

Company Name:- **mCaffeine**

Position:- **Customer Support Executive**

Company Website:- <https://www.mcaffeine.com/>

Work Location:- **Chandivali, Mumbai**

Company Background / About Company: mCaffeine is India's first caffeinated personal care brand, built for young, confident consumers who believe in doing things differently. As a fast-growing D2C startup, the company offers a wide range of caffeine-infused skincare, haircare, and body care products, focused on effectiveness, honesty, and innovation. Known for its bold brand voice and strong digital-first approach, mCaffeine promotes confidence and self-care over conventional beauty standards. The organization provides a dynamic, high-ownership work environment where students get exposure to real-world business challenges, cross-functional learning, and rapid growth opportunities.

Job Profile / Responsibilities:

Responsibilities of the Candidate:

- Respond to customer inquiries and complaints in a timely and professional manner via calls, email, chat.
- Resolve customer issues efficiently and effectively, ensuring customer satisfaction.
- Build and maintain positive relationships with customers, fostering brand loyalty.
- Identify and escalate complex customer issues to the appropriate team members.
- Contribute to the development and implementation of customer service policies and procedures.
- Stay up-to-date on company products, services, and promotions.
- Collaborate with other departments to ensure a seamless customer experience.
- Analyze customer data to identify trends and areas for improvement.

Key Skills: Requirements :

- Excellent communication and interpersonal skills.
- Strong problem-solving and analytical abilities.
- Ability to work independently and as part of a team.

- Proficiency in Microsoft Office Suite.
- Experience in customer service or a related field (preferred).

Required Qualification: Any Graduate / Post Graduate

FRESHERS CAN APPLY

If you are a highly motivated individual with a passion to work in a fast paced work environment, we encourage you to apply!

Experience:

Other / Special Requirements:

Remuneration: **Rs. 20,500 In hand (3.2 Lpa CTC)**

Interested Candidates can send their resume on below mention email id at the earliest:-

Contact Person: -

Email id: - **career@mcaffeine.com**

Contact no: -

Corporate Office: **Chandivali, Mumbai**