

About ZocoNut.

Zoconut is a B2B software company that works in the preventive healthcare space with primary focus on Diet and Nutrition Industry. To understand better, think what Shopify is to Amazon, Zoconut is to HealthifyMe/Cult.fit. After becoming the most preferred solutions in India, we are now focused on Global expansion.

The ideal candidate will be someone who wants to work with a young high growth team and take ownership of their work function. Someone with great interpersonal communication skills and high integrity will go a great distance with us.

Job Description- Inside Sales/Business Development Internship

Responsibilities.

- 1. The person will be responsible for interacting with the clients, giving demonstrations either virtual or in-person.**
- 2. We are preferring someone who has worked with early stage SAAS companies.**
- 3. Identifying and developing new business through networking & online marketing.**
- 4. Handling cold-calling to create interest in products and services, generate new business leads, and arrange meetings.**
- 5. Networking with existing customers to maintain links and promote additional products and upgrades.**
- 6. Generating leads, converting leads, and maintaining relations.**

Desired Skills

- 1. Must have prior internship experience in Inside sales, Business Development either with a SAAS based organization or Software Service Company.**
- 2. Must have excellent communication and persuasion skills. Should be able to understand clients' requirements and propose solutions quickly.**
- 3. Must be experienced in selling/marketing in a B2B environment and managing sales teams.**
- 4. The person must be experienced in giving product demonstrations.**
- 5. Must be target oriented.**

- Stipend Range-Rs 10,000 Per month.**
- Internship Duration- 6 months(Full Time-In Office)**

Job Description- Customer Support Executive Internship

Responsibilities

- Take complete ownership of the client's issue, researching, reproducing, troubleshooting, and resolving concerns/issues raised by our clients via in-app chat or email.
- Have a deep understanding of the product to provide optimal resolutions to the customer.
- Analyse the technical issues reported by the customer and collaborate with the engineers to provide a resolution.
- Understand the clients and their needs and come up with a training plan for them.
- Actively track the customer experience during training and the usage of the product to further tweak the training plans.
- Proactively identify the areas of Product to be improved for better adoption, collaborate with the product team to suggest finer workflows or changes within the product that enhances customer experience with using the product.
- Resolving complex issues/queries for customers and implementing resolutions within set KPIs and SLAs.
- Checking in and following up with the customer regularly until the issue is resolved.
- Assisting Customer Success Manager with any customer requirements, queries or issues in order to improve the customer experience.
- Updating help articles based on any changes or improvements made to the product.
- Writing new help articles for the new features added to the product.
- Participating in the onboarding process for new team members by helping them understand our product and how the Customer Support team provides value to the customer.

What do we want?

- Excellent written and verbal communication skills, should be able to give precise and wellarticulated responses when it comes to responding to the clients.
- You should have strong problem solving and technical skills, love taking on difficult challenges and finding creative solutions to them.
- Ability to maintain a calm, composed and professional attitude with the clients at all times.

- PPO after completion of your internship
- Stipend -Rs 10,000 Per month.
- Internship Duration- 6 months(Full Time-In Office)

If you're ready, roll up your sleeves and get ready to make an impact!