



SAARTHI - सारथी

करियर मार्गदर्शन पोर्टल · Career Guidance Portal

"सही मार्गदर्शन, उज्ज्वल भविष्य।"

करियर शीट · CAREER SHEET

ग्राहक सेवा एग्जीक्यूटिव

A Customer Care Executive listens to customers on phone, chat or email, resolves their problems and acts as the bridge of trust between company and customer. With good communication skills, you can land this job soon after Class...



Scan for everything on this career

Salary, exams, colleges, the routes in and the steps after — all on the portal.

career.gsssjethantri.in/#/career/gen-6731

राजकीय उच्च माध्यमिक विद्यालय, जेठन्तरी

Govt. Sr. Sec. School, Jethantri · ब्लॉक समदड़ी · बालोतरा (Block Samdari · Balotra)

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सुशील कुमार शर्मा

प्रधानाचार्य, रा.उ.मा.वि. जेठन्तरी · मास्टर ट्रेनर
Principal, GSSS Jethantri · Master Trainer



श्री चेनाराम चौधरी

प्रधानाचार्य, डाइट बाड़मेर
Principal, DIET Barmer



श्रीमती संघमित्रा

वरिष्ठ व्याख्याता, डाइट बाड़मेर (सहयोग)
Sr. Lecturer, DIET Barmer (Support)



भरत चौधरी

अभिकल्पना व विकास · व्याख्याता (इतिहास)
Designed & developed · Lecturer (History)

विशेष धन्यवाद · SPECIAL THANKS



सुरेन्द्र सिंह राठौड़

व्याख्याता (इतिहास) · रा.उ.मा.वि. कानाना



सुरेश कुमार सैन

व्याख्याता (भूगोल) · रा.उ.मा.वि. रामसीन मूंगड़ा



वनिता कुमारी

व्याख्याता (इतिहास) · रा.उ.मा.वि. रामसीन मूंगड़ा



कमलेश चौधरी

व्याख्याता (राजनीति विज्ञान) · रा.उ.मा.वि. टापरा

करियर मार्गदर्शन कार्यशाला, डाइट बाड़मेर (14-17 जुलाई 2026) में विकसित व लोकार्पित
Developed & unveiled at the Career Guidance Workshop, DIET Barmer (14-17 July 2026)

यह एक स्वतंत्र परियोजना है, जो सरकार की आधिकारिक करियर-मार्गदर्शन सामग्री पर आधारित है। · An independent project based on the Government's official career-guidance content.

1 About this career

A Customer Care Executive listens to customers on phone, chat or email, resolves their problems and acts as the bridge of trust between company and customer. With good communication skills, you can land this job soon after Class 12.

2 At a glance

Minimum qualification	Class 12 + NSQF Level 4 training/diploma (graduation preferred)
Work mode	Desk job in call centre/office, shift duty possible
Demand	Consistently high in BPO, e-commerce, banking and telecom
Top earning	₹50,000-80,000/month at Manager/Team Lead level

3 What you need

INTERESTS

- Enjoy talking to people and helping them
- Dealing patiently and politely with every kind of customer
- Interest in finding solutions to problems

ABILITIES

- Clear, pleasant communication in Hindi/English
- Being disciplined, organised and energetic
- Staying calm under pressure and with upset customers

KEY SKILLS

- Active listening and asking the right questions
- Using computers, CRM and ticketing software

- Understanding complaint resolution and escalation processes
- Retaining product/service knowledge
- Typing and chat/email writing
- Time management and meeting targets

4 How to get there

- 1 Pass Class 12 in any stream.
- 2 Complete NSQF Level 4 (Domestic Customer Care Executive) training or a diploma in customer care management.
- 3 Optionally graduate in any subject - it eases growth in BPOs/banks.
- 4 Practise communication and computer skills (SWAYAM/RSLDC courses).
- 5 Apply for entry-level customer care roles in BPOs, e-commerce or banks.

5 Where to study

GOVERNMENT INSTITUTES

- राजस्थान कौशल एवं आजीविका विकास निगम (आरएसएलडीसी) — Jaipur and district centres, Rajasthan (<https://livelihoods.rajasthan.gov.in/rsldc/>)
- स्किल इंडिया डिजिटल हब (एनएसडीसी) — All-India/Online (<https://www.skillindiadigital.gov.in/>)
- इग्नू (IGNOU) — Online/Distance (<https://www.ignou.ac.in/>)

PRIVATE INSTITUTES

- NIIT / मान्यता प्राप्त निजी कौशल संस्थान — Jaipur and other cities

ONLINE

- स्वयं (SWAYAM) - कस्टमर सर्विस कोर्स — Online (<https://swayam.gov.in/>)
- Coursera - Customer Service — Online (<https://www.coursera.org/>)

FEES

Government courses under RSLDC/Skill India are mostly free. Private diploma/certificate courses cost roughly ₹3,000 to ₹1,20,000.

SCHOLARSHIPS

- राष्ट्रीय छात्रवृत्ति पोर्टल (NSP) (<https://scholarships.gov.in>)
- Buddy4Study (<https://www.buddy4study.com/>)

- सामाजिक न्याय एवं अधिकारिता विभाग, राजस्थान छात्रवृत्ति (<https://sje.rajasthan.gov.in/>)

6 What the work is like

WHERE YOU WORK

Customer care call centres (BPOs), corporate offices, banks, e-commerce and telecom service centres.

WORK CULTURE

Office hours are usually fixed, but call centres may require 8-9 hour shifts (including nights) in front of a computer. The field also offers good opportunities for persons with disabilities.

WHO HIRES

- BPO/IT services companies (Genpact, Tech Mahindra, Infosys BPM)
- E-commerce companies (Amazon, Flipkart, Meesho)
- Banks, insurance and fintech companies
- Telecom companies (Jio, Airtel, Vi)
- Airlines, hotels and travel companies
- Hospitals and healthtech services

DEMAND (2026)

In 2026, growth of e-commerce, fintech and telecom keeps raising demand for Hindi and regional-language customer care executives. Jaipur has emerged as a BPO-IT hub, giving Rajasthan's youth jobs close to home.

7 Career growth

- 1 Customer Care Executive
- 2 Senior Customer Care Executive
- 3 Team Lead / Assistant Manager
- 4 Customer Service Manager

EARNINGS

Starting	₹12,000-20,000
Mid level	₹25,000-40,000
Senior level	₹45,000-80,000

Per the Rajasthan career portal (PayScale source) income has ranged about ₹10,000-28,000 per month; in 2026 metros, international processes and night-shift allowances pay more. English fluency raises packages.

8 The good parts · The challenges

The good parts

- Quick employment after Class 12 - no big degree mandatory
- Lifelong skills in communication, computers and customer handling
- Gateway to careers in banking, sales, HR and more

The challenges

- Night shifts and long screen time can be tiring
- Mental stress of daily dealing with upset customers
- Limited starting pay and target-based evaluation

9 Real-life journeys

Nithin Kamath

Call-centre worker turned co-founder of Zerodha

Bengaluru's Nithin Kamath worked night shifts at a call centre from 2001 to 2004, earning around ₹8,000 a month. That experience of talking to customers on the phone, plus daytime trading, led him to co-found Zerodha with his brother in 2010 - now among India's biggest broking firms. His story shows a customer care job can be a launchpad for hardworking youth.

The Economic Times · <https://m.economictimes.com/news/new-updates/meet-nithin-kamath-a-call-centre-worker-with-an-8k-income-whose-zerodha-is-now-worth-rs-2094-crore/articleshow/97343146.cms>

Jyotishree**Started in a call centre at 16, now a freelance social media manager**

Amid a family financial crisis, Jyotishree took a part-time call-centre job at 16 for ₹4,500 a month - even before her Class 12 results - while continuing college. Years of Australian and US shifts honed her communication, she kept learning new skills, and today she earns about ₹3 lakh a month as a freelance social media manager. Her mantra: keep learning a new skill in every job.

Livemint · <https://www.livemint.com/news/trends/woman-who-started-her-career-with-rs-4-500-call-centre-job-now-earns-rs-3-lakh-a-month-11781754898703.html>

10 If this route does not work out

One exam or one attempt does not close the door. The same subjects also open these routes — entry is usually easier, and you can return to this field later.

- Sales Representative
- Visual Merchandiser
- Business Development Coordinator

11 Sources & further reading

1. Rajasthan Career Guidance - Customer Care Executive — <https://cg.rajasthan.gov.in/careerguidance/hi/career/%e0%a4%97%e0%a5%8d%e0%a4%b0%e0%a4%be%e0%a4%b9%e0%a4%95-%e0%a4%b8%e0%a5%87%e0%a4%b5%e0%a4%be-%e0%a4%8f%e0%a4%97%e0%a5%8d%e0%a4%9c%e0%a5%80%e0%a4%95%e0%a5%8d%e0%a4%af%e0%a5%82%e0%a4%9f%e0%a4%bf%e0%a4%b5/>
2. National Career Service (NCS) — <https://www.ncs.gov.in/>
3. RSLDC - skill training — <https://livelihoods.rajasthan.gov.in/rsldc/>
4. Skill India Digital Hub — <https://www.skillindiadigital.gov.in/>

**And 770+ more careers — the whole portal**

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