महर्षि महेश योगी
रामायण विश्वविद्यालय

Ref No. MMYRV/MRCRC/2026-27/04

Date: 16th October 2026

Name of the Company: Ease My Trip

About Company: Ease My Trip embarked on its journey in 2008, initially focusing on the B2B2C (business to business to customer) distribution channel, offering travel agents access to its website to facilitate the booking of domestic airline tickets, thus catering to India's offline travel market. Subsequently, leveraging its stronghold in the B2B2C channel, the company expanded its operations into the B2C (business-to- customer) distribution channel in 2011, primarily targeting the growing travel requirements of the Indian middle-class population.

Company Website: https://www.easemytrip.com/about-us.html

1. Flight Support Executives:
Eligibility: MBA
CTC - 2,31,336 per annum (Maximum) + Performance based Incentives
Work Location – Noida, 10 Days of initial training is unpaid
Shift Days & Timings: - 6 Days (Rotational Shifts)

Responsibilities:
• Provide best-in-class customer service and problem resolution to customer queries over the voice- based phone service.
• Support customers across Telecommunication/E- mail/Chat, Meet customer requirements through first contact resolution.
• Clarify customer requirements; probe for and confirm understanding of requirements or problem.
• Greet customers in a courteous, friendly, and professional manner using agreed upon procedures.
• Listen attentively to customer needs and concerns; demonstrate empathy. Confirm customer understanding of the solution and provide additional customer education as needed.
• Prepare complete and accurate work and update customer file.



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Requirements:

- Freshers with good communication skills
- 6 Days working and one rotational week off
- Ready to work in rotational shifts (No Night Shifts for females)
- Knowledge of international/domestic travel voice process
- Be enthusiastic & have zeal to perform.

Job Location: Plot No. 223, Patparganj Industrial Area, New Delhi, 110092