

**HEWLETT PACKARD ENTERPRISE**  
**CAMPUS RECRUITMENT- 2016 PASSOUT BATCH**  
**(FOR UNPLACED STUDENTS ONLY)**

<b>Company website</b>	:	<a href="http://www.hp.com/">http://www.hp.com/</a>
<b>Date, Time &amp; Venue</b>	:	<b>Will be informed through mail.</b>
<b>Job Title</b>	:	<b>CSC Response Center Engineer</b>
<b>Criteria</b>	:	<b>BTECH ( CS / IT / ECE / EEE / ET) 60% Throughout</b>
<b>Salary</b>	:	<b>4.6 LPA, Rs 25,000 Joining Bonus</b>
<b>Job Location</b>	:	<b>Bangalore</b>
<b>Job Description</b>	:	

- Provides technical consulting to Enterprise customers via incoming telecommunication
- Focus on solutions of various hardware issues related to HPE servers, HPE storage and HPE networking for customers, onsite engineering personnel and Authorized Service Providers.
- Collaborate with various teams to overcome proximity challenges and support customer issues
- Work on complex problems / projects where analysis of situations or data requires an in depth evaluation of multiple technology factors.
- Applies extensive knowledge of the job skills, company policies and procedures to complete complex, specialized assignments/tasks in a creative and effective way.
- Works on assignments that are complex in nature and requires judgment, initiative, and technical/specialized knowledge to resolve problems or develop recommended solutions.
- Takes ownership of each customer's case and works towards resolution of the issue by looping in support at various levels
- Leads and /or provides expertise to functional project teams and may participate in cross-functional initiatives.

- Acts quickly to resolve customer issues in a way that retains trust and maintains delight with HPE
- Demonstrates customer-oriented responsiveness in answering inquiries and troubleshooting issues through compliance avoid
- Ensures timely and accurate resolution of problems to customer business impact

#### **PREREQUISITES :**

- Excellent Communication Skills
- Willingness to learn and implement
- Should have a flair for technology and be abreast of latest technology and developments.
- Willing to work in a 24X7 environment supporting customers world wide (AME, EMEA, APJ)

#### **SELECTION PROCESS:**

- Information Session +JAM+ Online / Aptitude Test + Panel Interview + Manager Interview + HR Interview

#### **How to Apply?**

- **If you are eligible & interested for the above mentioned job profile, please apply on the Link below latest by 17<sup>th</sup> Feb 2016 by 4:00 pm. Late entries not allowed.**

[https://docs.google.com/forms/d/1qfXlz308pDQAQkHtd8czb\\_yVXZEregE3f0wsPbe0xk8/viewform?c=0&w=1&usp=mail\\_form\\_link](https://docs.google.com/forms/d/1qfXlz308pDQAQkHtd8czb_yVXZEregE3f0wsPbe0xk8/viewform?c=0&w=1&usp=mail_form_link)

**Best Wishes,**

**Prof. (Dr.) Ajay S Rana**

**Director - ATPC**