



AMITY TECHNICAL PLACEMENT CENTRE

DELHI | GR. NOIDA | GURUGRAM | GWALIOR | JAIPUR | LUCKNOW | NOIDA

Campus Recruitment - 2018 Passing Out Batch **(Only For Unplaced Students)**

Company	18012 (Company Name & Ranking will be disclosed during PPT.)
Batch	2018 Passing Out Batch
Joining Date	March 2018
Date of Campus	17 th Feb 2018
Time	8:30 AM
Venue	E2 Audi, E2 Block, AMITY UNIVERSITY, Sector 125, Noida.
Job Title	Associate
Eligible Degrees	B.Tech
Eligible Branches	Bio-Technology, Bio-informatics, Biomedical, Chemical, CSE, IT, EEE, ECE, EI, Food Technology, Information Technology, Instrumentation and Control, Telecommunication
Eligibility Criteria	List of Shortlisted Students
Location	Gurgaon
Compensation (CTC)	2.25 LPA
Job Description	<ul style="list-style-type: none"> To take chats & handle back office work promptly within agreed timescales and in line with agreed process and procedures. To ensure prompt and accurate information being provided with appropriate resolution To achieve operational targets as defined by for the process. To maintain queue levels to agreed SLA targets levels. To achieve and maintain a good knowledge/capability of BT systems. When dealing with customers aspire to deliver an excellent customer experience via. Chats or back office. To highlight to queue owners, line management and offline support teams any issues in the queues that may affect customer satisfaction and share best practice within the team and across Digital Care teams. To complete/participate in ad-hoc projects to drive efficiencies and improvements in the process. To fully support and take guidance from the manager, raising awareness to them of any factors which may affect the performance of individuals or the whole team. Share best practice within the team and across the Digital Care Community Adhere to relevant shift patterns and break schedules. Take responsibility for personal development and drive own performance
Roles & Responsibilities	<ul style="list-style-type: none"> Excellent English verbal and written language skills along with good typing (minimum 40 speed) and multi-tasking skills. Be flexible to work in rotational shifts .

	<ul style="list-style-type: none"> • Good questioning and listening skills. • Good empathy and customer ownership skills. • Good cross-cultural awareness to be able to effectively communicate with UK customers. • Good objection handling/diffusing/complaint handling skills. • Good customer interaction skills with the ability to recognise the customers needs. • Good self-management (Attendance/Break Management/Adherence/AHT/Wrap). • PC literate with good system navigation skills • Good Data input skills • Good Problem solving • Good MS Office (Excel, Word, Outlook) skills
Recruitment Process	<p>PPT Group Discussion Online Test Interview</p>
Documents Required	<p>a. Campus ID Card : Mandatory b. College ID Card : Original as well as Photocopy c. Passport Size colour Photos : Five in Numbers d. Photocopies of all Mark sheets : X, XII, UG (All Semesters) e. Updated Resume : Two in Numbers f. A4 sheets for rough work : Five in Numbers g. Stationery items : Stapler, Glue Stick, Pen, Pencil, Eraser etc</p>

List of Shortlisted Students

Serial Number	Name Of the Candidate
1	Apoorva Singh
2	Aayush Prakash
3	Mamta
5	Ritu Chaudhary
6	Tanvi Sood
7	Priya Goel
8	Shubham Vashist
9	AMAN KUMAR JHA
10	Rajat Singh Negi
11	Rahul Kumar Thakur
12	Sumair Malik
13	Chitra Rajagopal P
14	Vishesh Bhati
15	Arpit Bhatia
16	Tushar Gupta
17	Nishtha Gupta
18	Saurav Chaudhary
19	Nikhil Chandna
20	DEBJYOTI
21	Arpita Gupta
22	Vaibhav Singh

23	Aishwarya Raman
24	Harshita Singh
25	Ujjwal Khanna
26	Rittika Das
27	Rishabh Sansanwal
28	Gurmeet Singh
29	Shubham Sharma
30	Neha Madhwani
31	Shivam Dalal
32	Vrindagupta
33	Ishita Srivastava
34	Mehul Suri
35	Swapnita Srivastava
36	Shivanjali Singh
37	sanchit goyal
38	Mohit
39	Shrajan Tiwari
40	Himank Gandhi
41	Vishika Agarwal
42	Sonu Goyal
43	Vansh Chaudhary
44	Raju Kumarjha
45	Vipul Tyagi
46	Shubham Baranwal
47	Soul Vergis
49	Harsh Sharma
50	Alok Shrivastava
51	Cheshta Gundh
52	Shristi Singh
53	Harshita Tiwari
54	Rahul Thakur
55	Sonick Suri
56	Laksh Garg
57	Shivani Juyal
58	Reetu Chauhan
59	Vasu Sharma
60	Prerit Aggarwal
61	Abhishek Pathak
62	Mohd Fahad Khan

My Best Wishes are with you!

Prof. Dr. Ajay Rana

Advisor