



AMITY TECHNICAL PLACEMENT CENTRE

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

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

Company Name	18157 (Company Name will be disclosed during PPT.)
Batch	2018
Joining Date	1 st Week of July
Date of Campus	Will be informed later
Time	Will be informed later
Venue	Will be informed later
Job Title	Trainee Associate
Eligible Degrees	B.Tech
Eligible Branches	All Branches Excluding CS & IT.
Eligibility Criteria	No % Criteria
Location	Noida
Compensation (CTC)	1.8 LPA + Incentives + Door to door pick up/drop facility within 50km of service zone
Roles & Responsibilities	<ul style="list-style-type: none">• To resolve the queries / concerns being raised by the customer promptly and accurately in line with the agreed SLAs. The work will be allocated in the queue in the form of Chat or back office wherein an individual will be responsible to resolve the concerns / queries raised or have to provide accurate information to the customer.•• This involves working on chat & back office (inbound and outbound) queues basis the alignment. Need to understand the customer query / concern and take appropriate action accordingly. This can involve a certain amount of investigative work, checking for process via different tools.•• Working as part of a team to consistently deliver good customer experience / satisfaction and operational targets including quality measures.• 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.

	<ul style="list-style-type: none"> • 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 														
Other Desired Skills / Competencies	<ul style="list-style-type: none"> • Excellent English verbal and written language skills along with good typing (minimum 40 speed) and multi-tasking skills • 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 														
Process	<ul style="list-style-type: none"> • Presentation • Online Assessment • Extempore Round • HR Round • Operations Round • Results 														
Documents Required	<table> <tr> <td>a. Campus ID Card</td><td>: Mandatory</td></tr> <tr> <td>b. College ID Card</td><td>: Original as well as Photocopy</td></tr> <tr> <td>c. Passport Size colour Photos</td><td>: Five in Numbers</td></tr> <tr> <td>d. Photocopies of all Mark sheets</td><td>: X, XII, UG (All Semesters)</td></tr> <tr> <td>e. Updated Resume</td><td>: Two in Numbers</td></tr> <tr> <td>f. A4 sheets for rough work</td><td>: Five in Numbers</td></tr> <tr> <td>g. Stationery items</td><td>: Stapler, Glue Stick, Pen, Pencil, Eraser etc</td></tr> </table>	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
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														
How to Apply	<p>Interested and eligible students need to apply on the link given below latest by 28th June 2018 by 1:00 pm</p> <p><u>CLICK HERE</u></p> <p>Late entries will be automatically deleted.</p>														

My Best Wishes are with you!

Dr. Ajay Rana
Advisor