



# AMITY TECHNICAL PLACEMENT CENTRE

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

## VMWARE

### Campus Recruitment - 2019 Passing Out Batch

<b>Company</b>	VMWARE		
<b>Batch</b>	2019 Passing Out Batch		
<b>Joining</b>	After Exams		
<b>Date of Campus</b>	Will be informed later		
<b>Job Title</b>	New Graduate - Full time		
<b>Eligible Degrees</b>	B.Tech		
<b>Eligible Branches</b>	CS / IT /ECE/ET/EEE		
<b>Eligibility Criteria</b>	10th	-	70 % Criteria
	12th	-	70 % Criteria
	Graduation	-	70 % Criteria
<b>Location</b>	PAN INDIA		
<b>Compensation (CTC)</b>	INR 9.12 LPA		
<b>Roles &amp; Responsibilities</b>	<ul style="list-style-type: none"> <li>Resolve customer's issues via the telephone, email or Webex session</li> <li>Reproducing issues in-house and responding back in a timely manner</li> <li>Regular follow ups with customers with recommendations, updates and action plans.</li> <li>Escalate issues in a timely manner according to Standard Operating Procedures.</li> <li>Leverage internal technical expertise, including peers, mentors, knowledge base, community forums and other internal tools, to provide the most effective solutions to customer issues.</li> <li>Create new knowledgebase articles to capture new learning's for reuse throughout the organization.</li> <li>Participate in technical communications within the Technical Support Team to share best practices and learn about new technologies.</li> <li>Focus on an area of technical specialization and attend technical trainings.</li> <li>Read and work with other Technical Support Engineers on cases which will help cultivate that expertise.</li> </ul>		
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>Good written and verbal communication skills</li> <li>Good interpersonal communication and customer service skills are needed in order to work successfully with customers in high stress and or ambiguous situations</li> <li>Understanding in Virtualization &amp; Cloud computing will be</li> </ul>		

	<p>preferred.</p> <ul style="list-style-type: none"><li>• Open to Rotational Shifts</li><li>• Understanding of some of the following technologies - Networking / Storage (FC, iSCSI etc..) / Linux / Windows Clustering/DHCP/DNS / Windows 2003/2008</li><li>• Strong aptitude for learning new technologies and understanding how to utilize them in a customer facing environment</li><li>• Ability to follow standard engineering principles and practices Logical approach to problem solving</li></ul>
<b>How to Apply?</b>	<p>All interested and Eligible students need to apply on the link below latest by <b>6:00 PM, 15<sup>th</sup> May 2019</b></p> <p><a href="#">CLICK HERE</a></p> <p>Late entries will automatically get deleted.</p>

**My Best Wishes are with you!**

**Prof. Dr. Ajay Rana**

**Advisor**