

Pooled Campus Drive

By

TECH -MAHINDRA (BSG)

ON 24.05.2014 SATURDAY AT RRSCET, MUTHANGI,PATANCHERU

FOR 2011, 2012,2013 & 2014 PASSOUTS

International Requirement

Role: Team Member/Sr. Team Member - Technical Support, Non Voice ,Semi Voice process

Job Responsibilities:

- Answer calls and assess customer's technical support needs
- Provide 1st level technical support for basic operations using documented procedures and available tools
- Resolve customer issues, or escalate when necessary
- Follow-up on issues and inform customer about the status
- Log issues and all customer contacts into the customer database, translate end-user business needs into working solutions and provide technical resolutions
- Provide system administration or product support
- Support other team members on difficult calls
- Participate in process improvement initiatives

Skill Set:

- Graduate (including **B.E./B.Tech**) with 0-4 years experience
- Excellent English communication skills
- Willing to work in night shifts
- Basic knowledge in technical concepts like ISP, LAN, Operating Systems, TCP/IP
- Transportation Boundary : Within 35 km radius from Hitec city

Selection Process : Personal Introduction Round, Aptitude Test, Typing Test, Voice & Accent Round and 2 rounds of personal interview.

Documents Required: **Two copies of resume, one passport size Photograph.**

