

Company:TATA BSS

Experience:0 – 1 Years

Job Title:Technical support

Location:Hyderabad

Education: UG – B.E, B.Tech – Any Specialization, B.Sc-Electronics,Computers,Pure Science, Diploma – Any Specialization

Compensation:Rupees 1,00,000 – 1,25,000

Name Of The Company: TATA Business Support Services Ltd.

Job Description:

Handling incoming calls

Improve quality of service and increase client delight.

Achieve service level and productivity targets for the Process

Desired Profile:

Good communication, customer service skills, adept at operating computers

Should have technical knowledge such as Hardware/ Networking/ Diploma in Electronics/ Computer Science etc

Should be a Graduate – BE; B.Tech; B.Sc (Electronics/Computers/Pure Science); Any Technical Diploma

Should be able to communicate Very fluently in English ,Hindi and any one vernacular language (Telugu /Tamil/ Malayalam/ Kannada).

Company Profile:

Headquartered in Hyderabad and having Global delivery centres located in North America & India, TBSS is among the Largest Third party Outsourced Customer Service Providers in India, serving domestic as well as international customers. We are a wholly owned subsidiary of Tata Sons and part of the 142 year old Tata Group. With state-of-the-art facilities across 11 global delivery centers that accommodate nearly 4000 seats, TBSS is among the rapidly growing contact centres globally. We have the capability to efficiently transition and manage global customer care and voice processes to integrate into a single global delivery model. Our 'End to End' solutions reinforce our commitment to work with our clients in developing winning strategies through "right-shoring" and thus providing a high ROI.

Tata Business Support Services (TBSS) was set up in 2004 to address the huge internal customer service needs of the Tata Group companies. It endeavours to be a long term partner in addressing all aspects of the outsourcing requirement of its clients. We cater to multiple industry verticals and provide multi channel service delivery including voice support in 10 different languages out of our world-class centers at Pune, Hyderabad and Mohali in India & USA centres at Florida and Ohio.

We employ a 5000 strong skilled workforce across the globe that provides 24x7 support to our valued customers with expertise in multi-channel and multi-lingual service delivery. We specialize in Voice based in-bound and out-bound interactions and interactions through E-mail, Chat and Collaborative Web sessions.