Name of Company	**NTT DATA**
Venue	**Amritsar College of Engineering & Technology**
Date of Drive/Time	**January 7, 2020 / 11.00 A.M.**
Stream Eligible/ Batch	**B.E/B.Tech All Branches & MCA are considered 2018 & 2019 batch.**
Job Profile	**Helpdesk Associate (Service Desk)**
Package	**Rs. 3.00 LPA**
Job Location	**Noida**
Selection Process	• Aspiring Minds Test (AMCAT Online Test) • Group Discussion • Technical Interview • Management Interview
Skills	• Time management skills Knowledge of job associated database, software and documentation Problem solving skills Results driven Mentoring and coaching skills Strong technical aptitude; troubleshooting skills • Good communication Skills • Good Written Skills • Good Typing Skill (Added on advantage) • Fair understanding about operating system. Must have been worked on at least a couple of operating systems • Basic Understanding of networking.
Profile	• Resolves complex issues forwarded by other team members (e.g. executive technical escalations). • Solves problems for customers with challenging expectations (often escalated or irate). • Maintains/builds relationships with other groups that impact the technical aspect for phone support (e.g. tool content teams, product group). • Participates with leaders to determine focus areas for technical improvements (e.g. establishes targeted mentoring programs, consults on incentives related to technical performance). • Excels at tolerance for processes and people. • May coach team members in achievement of metric results. • Excels at recognizing internal and external customer's needs and expectations
Note	• We are hiring for immediate joining dates and prefer candidates who can join us immediately. • Candidates should have their Provisional Degree or Consolidated Marks Memo.
Documents to carry	**Candidates are required to carry the following things:** • PAN Card • 2 copies of their latest updates resume • 2 passport size photographs • Provisional Degree Certificate/ Consolidated Marks Memo • Copy of all the mark sheets • Experience Certificate, in case of prior experience