



January 20, 2020

Joint Campus Placement Drive

By

Name of Company	Wipro India Pvt. Ltd.
Venue	Amritsar College of Engineering & Technology
Date of Drive & Time	24 th January, 2020
Stream Eligible	Graduates in B.Com, B.A,BCA, BBA,BHM, BSc (Except B.Sc. IT, B.Sc. Stats, Maths Hons & Eco Hons)
Batch	2020 Passing Out
Designation	Customer Care Specialist
Package	Rs. 3.08 LPA
Job Location	Gurgaon & Noida
Selection Process	<ul style="list-style-type: none"> • Organization Presentation • Group Discussion • Online Aptitude Test • V&A/Hiring Manager Interview
Skills	<ul style="list-style-type: none"> • Excellent communication skills • Should be flexible to work in rotational shifts • Proficient in computer usage and Basic knowledge on MS Office
Profile	<ul style="list-style-type: none"> • Customer Service through calls, Chats & emails • Ensure timely and accurate service delivery at defined productivity levels • Build client & domain knowledge to be able to deliver a resolution on the first conversation • Ensure adherence to Client Service Level Agreements (SLAs) like Customer Satisfaction, Service Level, • Handle Time & Customer Effort • Maintain Internal & Client level delivery quality on calls, chats & email conversations • Adhere to Customer Service Attendance & Accountability policies • Execute issue /query resolution and ensure proper documentation & follow-up • Identify, share and support operational improvements
Documents to carry	<ul style="list-style-type: none"> • Two copy of their updated CV • Three copies of their latest passport size photograph • Photo copies and original educational documents along with marks sheet. • Permanent Address Proof : Driving license/voter ID Card/Passport /Aadhar Card • Students should be in college uniform.