

Pool Campus for Leading MNC Company

Date: 15th April, 2013 (Monday)

Teleperformance, the worldwide leading provider of outstanding customer experience at every single opportunity, has been serving companies around the world, providing superior results in managing their customer care, technical support and debt collection operations. In 2012, the Teleperformance Group achieved €2.347 billion revenues (US\$3.018 billion - Using 2012 average exchange rate of 1€= 1,286 USD).

The Group operates about 100,000 computerized workstations, with more than 138,000 employees across 270 contact centers in 46 countries and conducts programs in more than 66 different languages and dialects on behalf of major international companies operating in various industries.

Desired Candidates - B.Tech/B.E/MCA/ M.B.A/Any Graduate

BASIC SKILLS REQUIRED

- Sound knowledge of Computers and Laptops
- Sound knowledge of operating systems – XP, Vista, Windows 7
- Sound knowledge of computer hardware components – CPU, Motherboard, RAM, HDD, Modem
- Good working knowledge of the Internet
- Advance troubleshooting skills for Atleast one of the following:
- Computer Desktop, including Internal Hardware
- Computer Laptop, including Internal Hardware
- One of the Operating systems from the following:
- XP, Vista, Windows 7

JOB DESCRIPTION

- Provide Voice based troubleshooting support to customers over remote software and resolve Technical queries based on customer's query.
- Deliver Technical Support to Net gear customers over remote troubleshooting and chat support.
- This can be related to any computer/peripherals/networking related issues.
- They will also be responsible for handling customers' post registration technical queries, providing post-sale customer service.
- Help in achieving SLA's specially AHT and FCR
- Communicate Quality standards and maintain customer satisfaction Index.
- Mentor and train the agents on latest issues
- Should come up with new troubleshooting techniques

PRINCIPAL RESPONSIBILITIES

- Manage end-user customer phone call / chat / Email / Remote
- Demonstrate effective typing and verbal communication skills
- Document Case information
- Utilize the Phone System
- Demonstrate efficient problem solving and troubleshooting skills
- Demonstrate commitment to client/internal/customer satisfaction
- Demonstrate basic technical knowledge
- Sell the product plans of the organization

Compensation

- The CTC will be around Rs. 1.80 lacs p.a.
- During Training of 6 to 8 week – CTC would be 90K
- No Meals, & No Transport because the company is centrally located and everything falls within 8 Kms radius.
- Separate shifts for female employees.
- 6 days working/ Rotational Offs with “Good work Bonus Off” Policy i.e. If a candidate complete 192 Hrs. in 26 working Days He\She is eligible for 2 more week-offs for the next months.
- Free Accommodation in company guest House for the first 15 days.
- Reimbursement is done for travel expenses occurred in relocation (max- 700/-)

REPORTING TIME: 09:30 AM ONWARDS (REGISTRATION/REPORTING)

VENUE : SEMINAR HALL, A2 BLOCK, SAMALKHA GROUP OF INSTITUTIONS, 01, HATHWALA ROAD, SAMALKHA, DELHI NCR, HARYANA -132115

REQUIREMENT	IF INTERESTED REGISTER YOURSELF BEFORE 15TH April, 2013 with Training and Placement Cell through email at: placements@sgi.ac.in , tpo@sgi.ac.in or call +91-9996640075, +91-9996640016
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***Note:** Candidates are advised to check the said company details and recruitment details by their own. This is only for information and does not constitute a legal document. SGI or the said company will have the right to delete, change or make additions in any of the provisions contained in it. In case of any contradictions or else, the decision of the said company will be final.