

## KHARAGPUR COLLEGE

### Career Counselling and Placement Cell

#### NOTIC

03/11/2021

It is hereby informed to BA/BSC/BCOM/BCA Pass out Graduates in 2020 and 2021 (both Honours and General) from Kharagpur College (scoring 55 % & above marks in 10<sup>th</sup>, 12<sup>th</sup> and Graduation and having good communication skill in English) that **CAPGEMINI Company** will take online interview for recruitment. Registration for Interview will be closed on **7<sup>th</sup> NOVEMBER 2021**. Interested students with requisite marks are requested to register as early as possible within the above date.

#### **REGISTRATION LINK:**

<https://app.joinsuperset.com/join/#/signup/student/jobprofiles/e90984dc-e2c9-44bf-a46d-9e2e13570ed9>

#### **Job Details**

**Role:** Service Desk

#### **Qualification & Criteria**

- Candidates must have completed graduation in 2020 & 2021
- 10<sup>th</sup>,12<sup>th</sup> & Graduation – 55% & Above
- Candidates must be open to **relocate to any location and work in night shifts**
- Candidates must be available to join immediately
- Candidate must have **good English written / verbal communication skills**. Coupled with good English language comprehension
- Should be open to sign Service Level Agreement

#### **Desired Skills**

- Should have **excellent communication and English speaking skills**
- Should have good interpersonal skills and ability to perform under pressure
- Basic computing skills
- Willing to work in a 24/7 environment

#### **Job Description:**

- Provide best-in-class customer service, problem resolution and technical troubleshooting to customer queries over the voice based phone service
- Support customers across Telecommunication, Financial Services, Healthcare and Technology vertical

- Troubleshoot customer issues related to internet broadband, cable, DTH, modem, router, mobile handset etc.
- Meet customer requirements through first contact resolution
- Clarify customer requirements
- probe for and confirm understanding of requirements or problem
- Greet customers in a courteous, friendly, and professional manner using agreed upon procedures
- Listen attentively to customer needs and concerns; demonstrate empathy

**Work Location**

Kolkata / Bangalore

**CTC**

2.5 LPA

**Designation**

Associate

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