

Pre-registration for upcoming placement drive of “Capgemini India – Level 3/A3– Associate”

Eligibility Criteria: -

- Student should complete his/her Graduation in the year **2018**
- Should have scored **55%** or above in academics SSC , HSC and graduation (aggregate of 5th semesters in graduation)
- Only 1 year gap is allowed post HSC (12th) and not after SSC (10th) or between graduation year
- Must have good English written / verbal communication skills
- **No Active ATKT/Backlog** till 5th semester or during Capgemini selection process
- **Students from BSC (All Branches), BCA, BBA, BA, B.Com are only eligible in the event (No BE/ B tech and Post graduate students)**

Job Profile:-

- 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

Desire Skills: - Should have excellent communication and English speaking skills, basic computing skills, willing to work in a 24/7 environment.

Salary Package: - 2.10 LPA

Note for Students:-

- Job Location “Kolkata”
- **Must be ready to sign a service agreement for 2 years**

Registration Link & for more details: (On or before 30.04 2018):-

<https://goo.gl/forms/Id8BpNp2GkZV7wI83>

The date of the event will communicate shortly.
Placement Cell, Ravenshaw University

Biswajit Singh
27.4.18
Placement Coordinator
Ravenshaw University
Cuttack

Memo No 1615 Dt 27.04.18

Copy to All Notice Board/ All Hostel Notice Board/ ALL Heads & Coordinators & Placement Advisors / DSW/ CCD Office/ Office of the Registrar /OS/ OIC system with a request to upload in the University Website/ Steno to Vice Chancellor for information.

Biswajit Singh
27.4.18
Placement Coordinator
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