

Date: 08-12-2018

CIRCULAR

CONVERGYS Pool Campus Drive on 14th December, 2018 @ NSRIT, Sontyam, Visakhapatnam



CONVERGYS is known as "a place where incredible careers begin"

HIRING FOR:

- Networking / Server / Enterprise / Exchange Support (International Remote Voice Support)
- Hardware Support - Email/Chat/Voice Support (International & Indian Support)
- Telecom/Broadband troubleshooting - International Voice Customer Care & Technical Support
- Utility Products/Services/Customer Care Services - Indian Support
- Customer Care Support- Voice/Chat Support across Telecom, Financial Services and Technology verticals

Customer Care Voice Profile Requisite:

Key Deliverables:

- Resolve & answer customer objections/concerns, gather feedback & adhere to compliance norms while assisting customers on call.
Interface with customers via inbound or outbound calls or the Internet for the purpose of passively (i.e.; order taking) or actively selling products and services.
- Greet customers in a courteous, friendly, and professional manner using agreed upon procedures.
- Clarify customer requirements; probe for and confirm understanding of requirements or problem.
- Conduct needs-based selling by using non-scripted probing techniques to determine customer needs and to offer the most appropriate product or service to address their needs.
- Interface with customers via inbound or outbound calls and resolve Internet connectivity issues pertaining to broadband services (DSL/Cable/ Wireless/Fiber Optic.)

- Support Customers across Financial Services, Healthcare, Telecom, Hardware, Utility verticals

Additional Deliverables:

- ✓ Should have excellent communication and English speaking skills
- ✓ Knowledge of basic computer operations.
- ✓ Ability and willingness to learn.
- ✓ Courteous with strong customer service orientation.
- ✓ Dependable with proficient attention to detail.
- ✓ Good listening and responding skills.
- ✓ Should be willing to take up challenges and go extra mile to perform work responsibilities
- ✓ Should have great interpersonal skills and ability to perform under pressure

Eligibility	:Undergraduates / Graduates Fresher's are eligible
Pass outs	: 2017/2018/2019.
Package Offered:	: 1,44,000/-PA to 3,60,000/-PA *
Job Location	: Hyderabad, Chennai, Bangalore, Pune and Gurgaon

Technical Support -Networking / Server / Enterprise / Exchange Support (International Remote Voice Support) Requisite:

Key Deliverables:

- Should have excellent communication and English speaking skills
- Should be willing to take up challenges and go extra mile to perform work responsibilities
- Should have great interpersonal skills and ability to perform under pressure
- Work in (24*7) shift including night shifts & Rotational Offs
- Understanding of Active Directory, DNS, DHCP, System Set up, System Performance and Domain Environment, Outlook issues, Boot Process (Backup Process, Types Of Backup, Hyper-V Type 1 & Type 2 , Storage , Exchange 2007/2010/2013 required

Additional Deliverables:

- ✓ Should be ready to work in a Voice program
- ✓ Process operates on a callback model where the cases are created for the customers and the engineers talk to the customers .They require assistance with troubleshooting on 2003,2008, 2008r2, SCCM, SCMON, Win XP, Vista, Win7, Exchange 2007

Eligibility	: Undergraduates / Graduates with minimum 1 year technical experience
Pass outs	: 2017/2018/2019.
Package Offered	: Up to 4.5 PA *
Job Location:	: Hyderabad, Chennai, Bangalore, Pune and Gurgaon

Additional Benefits:

- Home Pick Up and Drop for 24/7 Shifts & Trunk Pick Up Drops during daytime for specific locations & added Transport allowance for programs with no transport.
- Medical Insurance worth 1,00,000/- lakh.
- Group Term Life Insurance worth 3,62,000/- lakhs
- Group Personal Accidental Insurance worth 5,00,000/- lakhs
- Gratuity subject to a maximum amount up to 10,00,000/- lakhs *
- Education Assistance Plan with Annual entitlement of up to INR 24,000/-
- Doctor & Counsellors on site
- Employee / Corporate discounts with majority of the retail chains / hospitals / laboratories

Attention to Students: The students are to carry the below documents or else they are not allowed to take up the interview process.

1. Resume - 2 Copies
2. 10th and 12th Marks sheet Xerox copies
3. Academic - Semester Marks sheets Xerox copies
4. College ID card/ID proof

Registration Fee : NO (kindly circulate among your students)

For Queries: Feel free to contact us for your concerns.

S.No	Name of the Faculty	Designation	Department	Contact No
1.	Mr. B. K. Maheswara Rao	Asst. Prof	S&H	9985548141
2.	Mr.M.Ch.Jagan Sekhar	Asst. Prof	CSE	7997777568
3.	Mr.B. Sanyasi Rao	Assoc. Prof	S&H	9177067095

FOR ONLINE REGISTRATION

Visit our College Website: www.nsrit.edu.in

Signature of the TPO

Signature of the Principal

Dr. Y. VAMSIDHAR
PRINCIPAL
N.S. Raj Institute of Technology
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