



# RAYALASEEMA UNIVERSITY, KURNOOL

## Career Guidance & Placement Cell

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Date: 24-12-2017

### CIRCULAR

I am to inform you that, Genpact is conducting Exclusive Mega Drive for CUSTOMER/ TECHNICAL SUPPORT EXECUTIVE

**Eligibility:** (0-4) ( Only graduate No Diploma )

#### **Key Roles and Responsibilities**

##### **Direct Ownership**

Answer queries, requests and complaints through inbound/outbound calls, email and chat

Meet/ Adhere to Contractual Metrics & KRAs

Utilizes laboratory resources to walkthrough customers and verify symptoms for Technical issues

Validate customer entitlement, warranty and product information

Information management between Intel database EIM and Depot database

SMT (Support Management Tool) or DMS (Depot Management System)

Ensure required information is entered into central database pertaining to customer problems or requests.

Complete logging of contacts encountered.

Individual case management based on client agreement.

Escalates technical or non-technical problems that are unable to be resolved on the spot to Level2.

Flags up personal training requirements to Team Lead

Adheres to client's defined processes & procedures and company policies

##### **Knowledge, Experience, Education**

Graduate from a reputed university with excellent interpersonal and communication skills.

Hands on experience in level trouble shooting on desktops

Hands on experience in installation and troubleshooting of different versions of windows desktop operating systems and Linux OS

Experience in trouble shooting all hardware as well as connected software.

**Good communication skills in English is must .**

Work Location : **Hyderabad/Bangalore**

Flexibility to work in **24/7 shifts**

Direct Walk-in / Contact our below mentioned Genpact HR

Contact:- **Payaswini** (8247037269) **Anuradha** (9739020751 /7619420609 )

**Interview Location** -: Genpact Salarpuria soft zone ,(SMS Building), opposite to citrus hotel,Bellandur petrol bunk bus stop .Bangalore-560103

**Please Walkin between (11-3)pm**

**Contact Person: Payaswini / Anuradha**

Please carry updated resume and an ID proof xerox