

**ARKA JAIN UNIVERSITY**  
**TRAINING & PLACEMENT DEPARTMENT**

**PLACEMENT OPPORTUNITY @ HEWLETT-PACKARD INC. (HP)**

NOTICE NO.: AJU/T&P/UG/0051/20-21

DATE: 24-09-2021

NAME OF COMPANY: HEWLETT-PACKARD INC. (HP)

NAME OF PAYROLL COMPANY: HEWLETT-PACKARD INC. (HP)

**Registration Deadline is 1:00 pm, 25<sup>th</sup> September 2021**

**COMPANY PROFILE:**

The **Hewlett-Packard** Company, commonly shortened to **Hewlett-Packard or HP**, was an American multinational information technology company headquartered in Palo Alto, California. HP developed and provided a wide variety of hardware components, as well as software and related services to consumers, small and medium-sized businesses (SMBs), and large enterprises, including customers in the government, health, and education sectors. **The company was founded in a one-car garage in Palo Alto by Bill Hewlett and David Packard in 1939, and initially produced a line of electronic test and measurement equipment.** The HP Garage at 367 Addison Avenue is now designated an official California Historical Landmark, and is marked with a plaque calling it the "Birthplace of 'Silicon Valley'".

**The company won its first big contract in 1938 to provide test and measurement instruments for Walt Disney's production of the animated film Fantasia, which allowed Hewlett and Packard to formally establish the Hewlett-Packard Company on July 2, 1939.** The company grew into a multinational corporation widely respected for its products. **HP was the world's leading PC manufacturer from 2007 until the second quarter of 2013, when Lenovo moved ahead of HP.** HP specialized in developing and manufacturing computing, data storage, and networking hardware; designing software; and delivering services. Major product lines included personal computing devices, enterprise and industry standard servers, related storage devices, networking products, software, and a range of printers and other imaging products. The company directly marketed its products to households; small- to medium-sized businesses and enterprises, as well as via online distribution; consumer-electronics and office-supply retailers; software partners; and major technology vendors. It also offered services and a consulting business for its products and partner products.

In 1999, HP spun off its electronic and bio-analytical test and measurement instruments business into Agilent Technologies; HP retained focus on its later products, including computers and printers. It merged with Compaq in 2002, and acquired Electronic Data Systems in 2008, which led to combined revenues of \$118.4 billion that year and a Fortune 500 ranking of 9 in 2009. In November 2009, HP announced its acquisition of 3Com, and closed the deal on April 12, 2010. On April 28, 2010, HP announced its buyout of Palm, Inc. for \$1.2 billion. On September 2, 2010, HP won its bidding war for 3PAR with a \$33 a share offer (\$2.07 billion), which Dell declined to match.

On November 1, 2015, the company spun off its enterprise products and services business Hewlett Packard Enterprise. HP retained the personal computer and printer businesses and was renamed HP Inc.

Website: <https://www.hp.com/in-en/home.html>

## **PROFILE: Technical Support (Voice)**

### **RESPONSIBILITIES:**

- Ability to troubleshoot and fix Hardware/ Networking/OS related queries over the phone
- Ability to provide solutions to customers that may involve selling the customer a product or service to fix the issue
- Must possess the zeal to demonstrate Customer First culture in every interaction

### **KNOWLEDGE AND SKILLS REQUIRED:**

- ❖ Should demonstrate good analytical/logical approach on troubleshooting for resolving Hardware & Software issues
- ❖ High level demonstration of Interpersonal & communication skills, with multiple internal and external stakeholders
- ❖ Should have excellent CRM skills, Email/Chat Etiquettes and good time management skills
- ❖ Having an A+, N+, MCSA, MCSE Technical certifications would be an added advantage
- ❖ Must have good communication skills in English (Spoken and Written) and Hindi (Spoken Only)
- ❖ Basic computer hardware knowledge

### **ELIGIBILITY CRITERIA:**

- ❖ The candidate should not have any current backlogs
- ❖ The candidate should be open to work in rotational shifts
- ❖ They also might have their weekly week offs on a weekday
- ❖ Working days is 5 days a week

### **REMUNERATION OFFERED:**

**CTC RS.3 lacs per annum + performance incentives + night shift allowance + medical insurance**

### **ELIGIBLE COURSE & SPECIALIZATION: BBA/BCOM/BCA**

### **ELIGIBLE PASSING YEAR: 2021**

### **ELIGIBLE GENDER: MALE/FEMALE**

### **JOB LOCATION: Bangalore (Currently Work from Home)**

### **SELECTION PROCESS:**

- Round 1 will be Hire pro tool test
- Round 2 will be Ops cum soft skill round
- Round 3 will be the HR round

### **TENTATIVE DATE OF JOINING: October/November, 2021**

### **PROCESS OF REGISTRATION:**

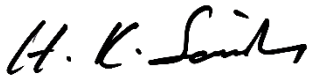
**01.** Interested students need to click on the below link or copy/paste the link on Google Chrome (or any other Web Browser) to fill all their details in the provided Google form and should submit to register successfully.

**<https://forms.gle/f1SLRhNA8sZiUvmQ7>**

**02.** Students registered with the T&P Department for placements, are only eligible.

03. Already placed & debarred students are not eligible.
04. Updated list of debarred students is available with the respective HODs.
05. Please note that it is mandatory to submit the above form to nominate successfully.
06. The form can be submitted only once, thus please be cautious while filling up the form.
07. The Resume File name must be student's own name.
08. **Registration deadline for Nomination is 1:00 pm, 25<sup>th</sup> September 2021.**
09. One student can Register only once, thus be cautious while registering.
10. Please Note: The Registration process will automatically turn off after the provided deadline.
11. You are advised to read & understand the disclaimer below before applying for this opportunity.
12. **Coordinating Training & Placement Officer: Mr. Rahul Rej (WhatsApp @ 9831664615 for queries, if any).**

Sd/-



**HEAD – TRAINING & PLACEMENTS**

**Disclaimer:** The above Notice is based on the information as shared by the employer. The employer reserves the right to change or modify the afore-mentioned job details without any prior information. The Training & Placement Department and the University will not be responsible for any deviation. Nominating or applying for the vacancy/job profile indicates your agreement to all the Terms & Conditions/Training & Placement Department Placement Policy, in these terms, as modified from time to time. Therefore students are strictly advised to read clearly & understand the Placement Policy (Procedural & Behavioral both) laid by the AJU Training & Placement Department, before applying for the above-mentioned profile.