

**ARKA JAIN UNIVERSITY**  
**TRAINING & PLACEMENT DEPARTMENT**  
**PLACEMENT OPPORTUNITY @ STREAM DIGITAL SERVICES**

NOTICE NO.: AJU/T&P/UG/0039/21-22

DATE: 23/01/2022

NAME OF COMPANY: STREAM DIGITAL SERVICES PRIVATE LIMITED

**Registration Deadline - 5:00 pm, 24<sup>th</sup> January 2022**

**COMPANY PROFILE:**

**Stream Digital Services Private Limited** is a global Technology services company with a very strong presence in terms of industry breadth, employee skill sets, and location coverage and process competence. Stream counts a number of the world's leading consumer and business brands across sectors to be among its roster of clients. Stream Digital Services Private Limited was incorporated on 16 November 2018. It is classified as Non-govt Company and is registered at Registrar of Companies, Delhi. Its authorized share capital is Rs. 1,000,000 and its paid up capital is Rs. 100,000

Website: <https://www.streamdigitalservices.com/>

**PLACEMENT TYPE:** Full-time/Work from Office

**POSITION VACANT:** Contact Center Support- Executive

**JOB PROFILE:** Customer Support

**ROLE & RESPONSIBILITY**

- Answer courteously inbound calls.
- Respond to customer inquiries & take end – 2- end ownership of customer issues.
- Generate customer interest in the services & products offered by business
- Provide personalized customer experience by responding to the needs of the customers.
- Ensure feedback from the customer to further improve the customer experience.
- Maintains daily issue tracker.
- Completion of cases with highest quality standard.
- Build customer loyalty by follow-up of customer calls.
- Evaluate problems of the customers and provide logical lasting solutions
- Manage Escalations.
- Coordination with a cross functional team.
- Working as part of the team to ensure the department always offers World Class Customer Service.

**SKILLS:**

- Good communication skills.
- Good problem-solving skills.
- Good Phone etiquette with listening skills & Attention to details.
- Excellent ability to manage customer relationships, their expectations (and define acceptance criteria), and to understand requirements of business and customer to ensure they are translated into technical delivery benefiting Customer Satisfaction.
- Highly organized and able to work on own initiative to complete the range of tasks required
- Flexible and willing to work outside core business hours as required.
- Hands on Excel & multi-tasking.
- Customer Obsessed, Ambitious & Competitive.

**JOB LOCATION:** Jamshedpur

**SALARY PACKAGE OFFERED:** INR 15000/- Per Month

**ELIGIBLE COURSE:** BBA,B.COM,BCA,BA(ENG)

**PASSING YEAR:** 2022

**GENDER ELIGIBLE:** Both Male/Female

**TENTATIVE JOINING DATE/PERIOD:** 31-January -2022

**SELECTION PROCESS:****1. Interview**

**2. Versant Test** (The Versant tests are designed to measure these real-time psycholinguistic aspects of spoken performance in a second language) the test **Score should be 4 of Versant Test.**

**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/QbLNBraWEEtKu7Ks6>

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

**03.** Please note that it is mandatory to submit the above form to nominate successfully.

**04.** The form can be submitted only once, thus please be cautious while filling up the form.

**05.** The Resume File name must be the student's own name.

**06. Registration Deadline is 5:00 pm, 24<sup>th</sup> January 2022.**

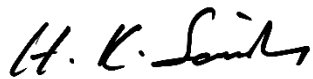
**07.** The Registration process will automatically turn off after the provided deadline.

**08.** One student can Register only once, thus be cautious while registering.

**09.** You are advised to read & understand the disclaimer below before applying for this opportunity.

**10.** For queries you may Whatsapp @ 7279900530 (Ms. Zeba, Training and Placement Department).

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