ARKA JAIN UNIVERSITY
TRAINING & PLACEMENT DEPARTMENT

PLACEMENT OPPORTUNITY@ TECH MAHINDRA LTD.

Notice No.: AJU/T&P/PG/0067/22-23
Date: 25/05/2023

NAME OF COMPANY: TECH MAHINDRA LTD.

NAME OF PAYROLL COMPANY: TECH MAHINDRA LTD.

<div style="border:2px solid black">

Registration Deadline is 11:59 am, 29th May 2023

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COMPANY PROFILE:

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology services and solutions, enabling Enterprises, Associates and the Society to RiseTM. **They are a USD 4.8 billion company with 112,900+ professionals across 90 countries, helping over 910 global customers including Fortune 500 companies.** Their innovation platforms and reusable assets connect across a number of technologies to deliver tangible business value to our stakeholders. **Tech Mahindra is also amongst the Fab 50 companies in Asia as per the Forbes 2016 List.**

Tech Mahindra Business Process Services (BPS) focuses on Business Process as a Service (BPS) and BPS services across various industries including Telecom, Financial Services, Retail, Energy, Hospitality, Hi-Tech, Agriculture, and Food and Beverage. Their approach goes beyond cost reduction to process optimization and ownership through automation and productivity improvements.

Tech Mahindra BPS delivers value for customers through flawless execution of a seamless suite of services that operate across the entire lifecycle of end-users and covers both the revenue and cost sides of the customers' business operations. The BPS includes Operations, BPM, and Consulting.

The Mahindra Group is a USD 20.7 billion federation of companies that enables people to rise through innovative mobility solutions, driving rural prosperity, enhancing urban living, nurturing new businesses and fostering communities. It enjoys a leadership position in utility vehicles, information technology, financial services, and vacation ownership in India and is the world's largest tractor company, by volume. It also enjoys a strong presence in agribusiness, aerospace, commercial vehicles, components, defence, logistics, real estate, renewable energy, speedboats, and steel, amongst other businesses. **Headquartered in India, Mahindra employs over 2,40,000 people across 100 countries. Learn more about Mahindra on www.mahindra.com / Twitter and Facebook: @Mahindra Rise**

WEBSITE: www.techmahindra.com

JOB PROFILE: Customer Support Associates (Voice & Non Voice Process)

REMUNERATION OFFERED: <mark>CTC INR 3,60,000 Lacs Per Annum To CTC INR 9,00,000 Lacs Per Annum</mark> **(Depends upon the performance at the time of Interview)**

PERKS AND BENEFITS:
- · PF Deduction (As per salary)
- · ESI Deduction (As per salary)
- · Transport Facility
- · Subsidized meals
- · Medical Insurance (As per process)

<mark>**Note:** Post completion of 1 year in the organization the shortlisted candidates will be eligible for cross functional movement through Internal Job Promotions (IJPs),that means you can move into your specialized departments.</mark>

JOB LOCATION: NOIDA (Base Location); **Work from Home and Work from Office both options available**

ELIGIBILITY CRITERIA:

➢ **MBA/MCA; Passing Year 2023**
➢ **Both Male & Female can apply**
➢ **Minimum Age must be above 18 years**

JOB DESCRIPTION:

➢ Candidates need to handle E - Commerce Customers' Technical Query and also need to Troubleshoot their Tech Issues on call as well as online .
➢ Technical Troubleshooting E-Commerce Customer Support Executive International Voice
➢ Trouble-shooting & Customer support to premium clients over the phone (Inbound)
➢ Keyboard & PC Literate (User level knowledge of Operating Systems)
➢ Knowledge of OS

SKILLS REQUIRED:

➢ Candidate should have good spoken and written English
➢ Basic Computer Knowledge
➢ Confident & Self Motivated
➢ Ready to work in a 24*7 environment
➢ **All candidates must have a laptop or desktop at home with Windows 10 and Broadband connectivity (Wi-Fi or high speed dongle) and power back-up**

SELECTION PROCESS:(ON CAMPUS)

1. **Company PPT**
2. **Online Test (English Grammar / Logical Reasoning / Customer Centricity)**
3. **Group Discussion Round**
4. **Personal & HR Round Interview**

TENTATIVE DATE OF JOINING: Immediate

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/4fhnavqKH8KQ92JR6

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 Faculty Coordinators.

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 11:59 am, 29th May 2023.

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 Manager: Mr. Rahul Rej (WhatsApp @ 9831664615).

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.