

ARKA JAIN UNIVERSITY
TRAINING & PLACEMENT DEPARTMENT
PLACEMENT OPPORTUNITY @ GENPACT

NOTICE NO.: AJU/T&P/UG/0081/22-23

DATE: 10-05-2023

NAME OF COMPANY: GENPACT

PAYROLL COMPANY NAME: GENPACT

Registration deadline is 11:59 am, 13th May 2023

ABOUT COMPANY:

Genpact (NYSE: G) is a global professional services firm delivering the outcomes that transform their clients' businesses and shape their future. They are guided by their real-world experience redesigning and running thousands of processes for hundreds of global companies. Their clients – including many in the Global Fortune 500 – partner with them for their unique ability to combine deep industry and functional expertise, leading talent, and proven methodologies to drive collaborative innovation that turns insights into action and delivers outcomes at scale. They create lasting competitive advantages for their clients and customers, running digitally enabled operations and applying their Data-Tech-AI services to design, build, and transform their businesses. And they do it all with purpose. From New York to New Delhi and more than 30 countries in between, their 115,000+ team is passionate in its relentless pursuit of a world that works better for people.

Genpact began in 1997 as a business unit within General Electric. Then, in January 2005, they became an independent company, bringing their process expertise and unique DNA in Lean management to more companies. **They became a publicly traded company in 2007. Since December 31, 2005, they have expanded from 19,000+ employees and annual revenues of \$491.90 million to 115,000+ employees and annual revenues of \$4.37 billion as of December 31, 2022.**

WEBSITE: <https://www.genpact.com/>

JOB DESIGNATION: Apprentice

ELIGIBLE COURSE: BBA & [B.COM](#); Passing Year 2023

ELIGIBLE GENDER: Male/Female

DURATION OF THE APPRENTICE: 15 months of Apprenticeship program offered by the Indian Government. After 15 months, You will be assessed and promoted as per the Company policy.

JOB ROLES AND RESPONSIBILITIES:

- ❖ Collect the delinquent amount from the customer over the phone or take promises from them on making the payment

- ❖ Make collection calls to the customers, emailing/faxing invoices or getting hard copies mailed out to customers as per their requests also Reconcile orders to match customer books, including validating credits or debits and sending them to customer for collection or refund and Follow up on customer/internal disputes, customer questions and working between departments to get a resolution
- ❖ Inbound & outbound calling
- ❖ Provide payment plans basis customer requirement
- ❖ Maintain a deep understanding of client process and policies

KEY-SKILLS REQUIRED:

1. Strong communication skills
2. Effective probing skills and analysing / understanding skills
3. Problem-solving skills with a customer-centric approach
4. Should be willing to work 5/6 days a week
5. Shift – Must be flexible to work 24/7

SALARY OFFERED: CTC 12000 per month to 16000 per month

WORK LOCATION: Hyderabad

TENTATIVE JOINING DATE/PERIOD: After successful completion of course

ANY BOND/SECURITY DEPOSIT: No

SELECTION PROCESS:

- ✓ **Group Discussion**
- ✓ **Personal Interview**

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/iq4DpfPNsMoMCJmb7>

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, 13th May 2023.

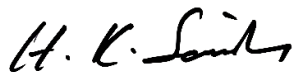
09. One student can Register only once, thus be cautious while registering.

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.