

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

**PLACEMENT OPPORTUNITY@ TECH MAHINDRA LTD.**

Notice No.: AJU/T&P/UG/0086/22-23

Date: 25/05/2023

NAME OF COMPANY: TECH MAHINDRA LTD.

NAME OF PAYROLL COMPANY: TECH MAHINDRA LTD.

**Registration Deadline is 11:59 am, 29<sup>th</sup> May 2023**

**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](http://www.mahindra.com) / Twitter and Facebook: @Mahindra Rise**

**WEBSITE: [www.techmahindra.com](http://www.techmahindra.com)**

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

**REMUNERATION OFFERED: CTC INR 3,60,000 Lacs Per Annum**

## **PERKS AND BENEFITS:**

- PF Deduction (As per salary)
- ESI Deduction (As per salary)
- Transport Facility
- Subsidized meals
- Medical Insurance (As per process)

**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.

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

## **ELIGIBILITY CRITERIA:**

- **BBA,B.COM,BCA; 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 on line .
- 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:**

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:**

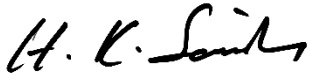
**01.** Interested students need to click on the below link or copy/paste the link on Google Chrome (or any other Web Browser) to fill all their details in the provided Google form and should submit to register successfully.

**<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, 29<sup>th</sup> 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.