

# ARKA JAIN UNIVERSITY

## TRAINING & PLACEMENT DEPARTMENT

### PLACEMENT OPPORTUNITY@ IGT SOLUTIONS PVT.LTD.

NOTICE NO. : AJU/T&P/UG/0043/23-24

DATE: 06/03/2024

NAME OF COMPANY: IGT SOLUTIONS PVT.LTD.

PAYROLL COMPANY NAME: IGT SOLUTIONS PVT.LTD.

**Registration Deadline is 11:59 AM, 11<sup>th</sup> MARCH 2024**

#### COMPANY PROFILE

**IGT Solutions** established in **1998**, with **100% focus on customer experience**, IGT employs more than **25,000+** customer experience and technology specialists providing services to **75+** marquee customers globally. IGT's global footprint consists of 30 delivery centers in **China, Philippines, Malaysia, India, UAE, Romania, Indonesia, Spain, Colombia, South Africa, Egypt and the USA.**

**IGT Solutions (IGT)** is committed to simplifying complex customer interactions while delivering a seamless experience. It provides integrated BPM, Technology and Digital Services & Solutions for clients across industries. IGT Solutions is a next-gen customer experience (CX) company, defining and delivering transformative experiences for the global and most innovative brands using digital technologies. With the combination of Digital and Human Intelligence, IGT becomes the preferred partner for managing (end-to-end) CX journeys across Travel and Hi-tech industries.

OFFICIAL WEBSITE: <https://www.igtsolutions.com/overview/>

DESIGNATION: Process Associate

#### EGENCIA PROCESS QUALIFYING REQUIREMENTS (EMAIL PROCESS) – BBA, BCOM, BCA, BA ELIGIBLE WITH GERMAN CERTIFICATION AS A MANDATE:

- Minimum B2 Certified proficiency required in German Language along with Certificate.
- Should be able to speak and write German.
- Email writing in German language.
- 24\*7 shift timings.
- 5 days working and 2 rotational week offs.
- Excellent thought process.
- Salary INR 7.2 LPA Fixed and 2 Month Retention Bonus for 1<sup>st</sup> year only. 1<sup>st</sup> Installment will be paid in 4<sup>th</sup> month payroll cycle and final one in 13<sup>th</sup> month

payroll cycle. Please note it has a recovery clause and this is completely performance based. Also 10k PM PLI i.e. INR 1.2 LPA.

**SBI PROCESS QUALIFYING REQUIREMENTS (CUSTOMER SERVICE & UPSELLING – VOICE PROCESS) – BBA/ BCOM CANDIDATES ONLY (ACCOUNTS BACKGROUND MANDATE):**

- INR CTC 16,000
- 24\*7 shift timings.
- 6 days working and 1 rotational week off.
- Graduation duration is 5 years at max (Including Integrated courses).

**INDIGO PROCESS QUALIFYING REQUIREMENTS (CUSTOMER SERVICE – VOICE PROCESS) (BBA, BCOM,BA -NON TECH CANDIDATES):**

- INR 15,600 CTC with approx. INR 13,000 in hand.
- 24\*7 shift timings.
- 6 days working and 1 rotational week off, 1 side cab during odd hours only.
- Only Non - tech candidates to be evaluated.

**KLM PROCESS QUALIFYING REQUIREMENTS (CUSTOMER SERVICE – BLENDED (VOICE + CHAT) PROCESS) BBA, BCOM, BCA & BA COURSES ELIGIBLE:**

- INR 21,500 CTC with approx. INR 18,000 in hand.
- 24\*7 shift timings.
- 5 days working and 2 rotational week off, 2 side transport
- BBA, BCOM, BCA & BA courses are eligible

**ODIGEO PROCESS QUALIFYING REQUIREMENTS (CUSTOMER SERVICE – BLENDED (VOICE + CHAT) PROCESS) BBA, BCOM, BCA & BA COURSES ELIGIBLE:**

- INR 27,000 CTC with approx. INR 23, 000 in hand.
- 24\*7 shift timings.
- 5 days working and 2 rotational week off, 2 side transport
- BBA, BCOM, BCA & BA courses are eligible

**JOB RESPONSIBILITIES:**

- Provide excellent customer service through experience related to travel.
- Use your excellent skills to understand the requirements of each individual customer and provide perfect resolution
- Interact with airlines and other service providers to provide efficient solution to customers
- Take full responsibility and ownership for end-to-end case resolution with focus on the 'First Contact Resolution' and 'Customer Satisfaction'
- Achieve daily, weekly and monthly targets on quality and performance
- Motivate self to keep up to date with knowledge of our products, pricing, promotions and procedures
- Ensure adherence to Data Privacy of customer information
- Maximize revenue opportunities by offering replacement options and cross selling products
- Adhere to documented processes and procedures, whilst taking customer satisfaction into account
- Communicate issues identified to immediate supervisors available on the floor to minimize operational failures

**KNOWLEDGE, SKILLS AND OTHER ABILITIES:**

- Proficient use of email, internet, browsers, and order management systems
- Able to accurately type a minimum of 38 words per minute

- Communication: Good written and oral communication skills
- Education Qualification: Graduate /Travel Diploma/Post Graduate.
- Should have excellent verbal, written communication skills, good reading abilities and have a neutral;accent
- Good analytical skills and interpersonal skills
- Proficient in MS Office, PowerPoint, Excel, Outlook etc.
- Should be open to work from office location
- Computer literacy and proficiency
- Effective at problem solving and finding solutions
- Has the drive to achieve individual targets set to enhance the customer experience
- Is customer focused and has desire to go the extra mile for the customer
- Takes ownership and responsibility
- Is able to assess a situation and adapt as necessary
- Is resilient and able to influence positively
- Can multi-task like a true professional

**QUALIFICATION:**

**B.TECH, BBA, BCOM, BCA & BA (English); Passing Year 2024**

**SALARY OFFERED:**

1. **Domestic - Indigo Voice process (INR 15,600 CTC & INR 13, 000 In hand)**. This process requires candidates to be open and willing to work for 9 hours in a 24\*7 work environment in a 6 day working schedule with transport given out during odd hours only.
2. **Domestic - SBI Process (INR 16000 CTC)**. This process requires candidates to be open and willing to work for 9 hours in the window of 8 AM – 8 PM slot in a 6 day working schedule with transport during odd hours
3. **International - Egencia Process (INR 60,000 CTC with INR 54,679 in hand)**. This process requires candidates to be proficient in German language at B2 level; willing to work for 9 hours in a 24\*7 work environment in a 5 day working schedule with transport given out on both sides. This process has a retention bonus too, but German language proficiency and knowledge is a mandate. (New addition)
4. **International – KLM – Blended (INR 21,500 CTC with INR 18,000 in hand.)** This process requires candidates to be open and willing to work for 9 hours in 24\*7 work environment in a 5 day working schedule with transport given out both sides/
5. **International – Odigeo Process (INR 27,000 CTC with INR 23,000 in hand)**. This process requires candidates to be open and willing to work for 9 hours in a 24\*7 work environment in a 5 day working schedule with transport given out during both sides.

**GENDER:** Male & Female

**INTERVIEW ROUNDS FOR EGENCIA**

1. TAG screening.
2. Language Assessment i.e. written (Emersion) and Speaking (UCOM) Test.
3. Language round from Bucharest or from Dubai.
4. VET Assessment.
5. Final Ops round.
6. Offer roll out for graduate candidates – Else LOI for grad pursuing candidates.

**INTERVIEW ROUNDS FOR SBI**

1. TAG screening.
2. AMCAT tests candidates on Quantitative ability, Logical reasoning and English language.
3. Final Ops round.
4. Offer roll out for graduate candidates – Else LOI for grad pursuing candidates.

#### **INTERVIEW ROUNDS FOR INDIGO**

1. TAG screening.
2. Language screening during Voice & Accent round.
3. Final Ops round.
4. Offer roll out for graduate candidates – Else LOI for grad pursuing candidates.

#### **INTERVIEW ROUNDS FOR KLM**

1. TAG screening.
2. VET Assessment.
3. Final Ops round.
4. Offer roll out for graduate candidates – Else LOI for grad pursuing candidates.

#### **INTERVIEW ROUNDS FOR ODIGEO**

1. TAG screening.
2. VET + VWT Assessment.
3. Computer Test
4. Typing Test
5. Travel Test
6. Final Ops round.
7. Offer roll out for graduate candidates – Else LOI for grad pursuing candidates.

**JOB LOCATION: GURGAON**

**TENTATIVE DATE OF JOINING: After Successfully Completion of the Course**

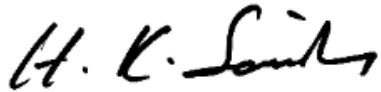
#### **PROCESS OF REGISTRATION:**

**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/16LY6jnn5Us5WaNo7>**

- 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 student's own name.
- 06.** **Registration deadline for Nomination is till 11:59 am, 11<sup>th</sup> March 2024.**
- 07.** One student can Register only once, thus be cautious while registering.
- 08.** Please Note: The Registration process will automatically turn off after the provided deadline.
- 09.** You are advised to read & understand the disclaimer below before applying for this opportunity.
- 10.** For queries you may WhatsApp @ 9831664615 (Mr. Rahul Rej – Sr.Manager T&P, AJU).

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.