

**ARKA JAIN UNIVERSITY**  
**TRAINING & PLACEMENT DEPARTMENT**  
**CAMPUS PLACEMENT OPPORTUNITY@ USDC PROJECTS**  
**INDIA PRIVATE LIMITED**

**NOTICE NO.:** AJU/T&P/UG/0029/23-24

**DATE:** 29/01/2024

**NAME OF COMPANY:** USDC Projects India Private Limited

**Registrations will close on 1<sup>st</sup> February 2024 @ 11:59 pm**

**COMPANY PROFILE**

USDC is an Ed-tech Platform that enables Universities to acquire and digitally educate a new set of learners, playing a significant role in Increasing GERs in Higher Education globally.

In the midst of the fourth Industrial Revolution, our mission is to empower institutions to adapt swiftly to evolving technologies, ensuring they remain at the forefront of education. By addressing skill gaps, fostering innovation, and enhancing accessibility through cutting-edge technologies and advanced pedagogical methods, USDC facilitates a dynamic learning experience.

**WEBSITE LINK:** <https://www.usdcglobal.com>

**JOB TITLE:** Executive

**POSITION PURPOSE / SUMMARY:**

As a customer retention executive, you are responsible for creating a positive customer experience environment and resolving customer complaints as they arise

**KEY RESPONSIBILITIES:**

➤ **Student Support:**

1. Provide guidance and support to learners throughout their academic journey.
2. Assist in resolving any issues or challenges faced by students.

### ➤ Retention Strategies:

1. Develop and implement strategies to enhance student retention and engagement.
2. Monitor student progress and identify potential areas of concern.

### ➤ Communication:

1. Maintain open and effective communication channels with students.
2. Collaborate with instructors, administrators, and other support teams.

### ➤ Problem Resolution:

1. Address and resolve administrative challenges faced by learners.
2. Act as a liaison between students and other departments within the institution.

### ➤ Feedback Collection:

1. Conduct surveys or interviews to understand student needs and preferences.

## **SKILL & COMPETENCIES:**

### ➤ Communication Skills:

1. Strong verbal and written communication skills.
2. Ability to convey information clearly and empathetically.
3. Problem-Solving Skills:
4. Capacity to identify issues and find effective solutions.
5. Critical thinking and analytical skills.

### ➤ Empathy and Patience:

1. Understanding and empathy towards diverse student needs.
2. Patience in dealing with challenging situations.

### ➤ Technology Proficiency:

1. Familiarity with educational technology and learning management systems.
2. Ability to use communication tools and platforms effectively.

### ➤ Collaboration:

1. Capability to work collaboratively with other teams and departments.
2. Team-oriented mind-set.

### ➤ Adaptability:

1. Ability to adapt to changing educational environments.
2. Willingness to stay updated on educational trends and best practices.

3. Knowledge/Educational Qualifications

**REPORTING RELATIONSHIP:** AVP- Sales

**WORKING DAYS:** 6 days

**WORK TIME:** 9:00AM to 6:00PM (as per Business needs)

**LOCATION DETAILS:** Bangalore

**ELIGIBLE PASSING YEAR:** 2023

**ELIGIBILITY:** BBA & [B.COM](#)

**COMPENSATION / BUDGET:** Up to 4 LPA (fixed) + Benefits + Incentives

**SELECTION PROCESS:** Interview

**JOINING:** Immediate

**PROCESS OF REGISTRATION:**

**01.** Interested students need to register on the link given below .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/wqTMs62wyDERD9mT6>

**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. Registrations will close on 1<sup>st</sup> February 2024 @ 11:59 pm**

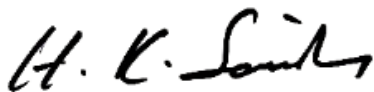
**07.** One student can Register only once, thus be cautious while registering.

**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 contact the Undersigned or write a mail to [placements@arkajainuniversity.ac.in](mailto:placements@arkajainuniversity.ac.in).

Sd/-



**DEAN – 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.