

ARKA JAIN UNIVERSITY
DEPARTMENT OF TRAINING & PLACEMENT
PLACEMENT OPPORTUNITY @CONCENTRIX

NOTICE NO.: AJU/T&P/UG/0072/23-24

DATE: 30/04/2024

NAME OF COMPANY: Concentrix

PAYROLL COMPANY NAME: Concentrix

Registration Deadline is 3:59 pm, 1st May 2024

COMPANY PROFILE:

Concentrix, Corporation (Nasdaq: CNXC) is a leading global provider of customer experience (CX) solutions and technology, improving business performance for some of the world's best brands including over 150 Fortune Global 500 clients and over 125 new economy clients. Every day, from more than 70 countries and across 6 continents, our staff delivers next generation customer experience and helps companies better connect with their customers. They create better business outcomes and differentiate their clients through Strategy +Talent + Technology.

WEBSITE: www.concentrix.com

JOB DESIGNATION:

- Customer Care Support – Voice /Chat Support across Telecom Financial Services and Technology Verticals
- Semi technical Voice Support

A BRIEF ABOUT THE ROLE:

Currently, they are hiring for their international and domestic processes that operate in a 24X7 working environment via rotational shifts. This job role will enable the candidates to carve out an amazing career for themselves through multiple opportunities with Concentrix.

JOB LOCATION: Pan India

SALARY PACKAGE OFFERED: CTC INR 2.5 LPA up to INR 3LPA

ADDITIONAL BENEFITS:

- Group Term Life Insurance
- Doctor and Counsellors on Site

- Group Personal Accidental Insurance

COURSE ELIGIBLE: B.TECH (CSE)

ELIGIBLE PASSING YEAR: 2024

GENDER ELIGIBLE: Female/Male

KEY DELIVERABLES:

- Resolve and answer customer objections / concerns, gather feedback and adhere to compliance while assisting customers on call.
- Interface with customers via inbound or Outbound calls or the Internet for the purpose of passively (i.e. in order taking) or actively selling products and services.
- Greet Customers in a courteous, friendly and professional manner using agreed upon procedures.
- Clarity customer requirements probe for and confirm understanding of requirements or problems.
- Conduct needs – based selling by using non – scripted proving techniques of requirements or problems.
- Support Customers across **Financial Service, Health Care, Telecom, Hardware, utility.**
- **Qualification:** Students appearing for graduation and Post-graduation final year (**with no backlogs**), **Any Stream.**
- Flexibility to work in **24*7 work environment**

Should be ready to **work from office**

- Should be ready to relocate (**if required**)
- Should have excellent communication and English-Speaking Skills.
- Knowledge of basic computer Operation
- Ability and willingness to learn
- Courteous with Strong customer service orientation
- Good Listening and responding skills
- Should be willing to take up challenges and go extra mile to perform work responsibilities
- Should have great interpersonal skills and ability to perform under pressure

SELECTION PROCESS: 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.

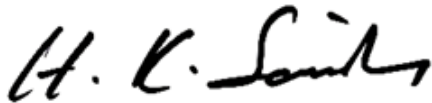
<https://forms.gle/48nxBgd pCuC QHAF 8>

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 the student's own name.
- 08. Registration deadline for Nomination is 3:59 pm, 1st May 2024.**
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. For queries you may WhatsApp @ 7279900530 (Ms. Zeba - Sr. Executive Training and Placement Department)**

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.