IGT Solutions

Process Associate (International)

Job Profile Details

Placement Cycle	**ARKA JAIN University - Placements 2024-25**
Job Location	Gurgaon
Date of Visit	NA
Position Type	Full Time
Expected Hires	NA
Sector	Customer/Technical Support
CTC	INR 300000
Category	Level 2 - General
Description	COMPANY PROFILE

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. IGTs 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/

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: Excellent written and oral communication skills
- 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

Willing to work for 9 hours in rotational shifts in a 5 day working schedule with both side transport

Open for Courses

- **Jain - Arka Jain University Jharkhand**
  BBA
  1. Marketing
  2. Human Resources
  3. Business Administration & Management

4. Commerce

5. Entrepreneurship

6. Finance & Financial Management

7. Accounting

8. Banking

9. Digital Marketing

10. Finance

11. Marketing

12. Human Resource

BCA

1. Computer Science & Engineering

2. Computer Application

3. Computer Science

4. Data Science/ Data Analytics

5. Internet of Things

6. Data Science

7. Computer Science & Data Processing

8. Information Technology

9. Aritificial Intelligence

10. Computer Science & Engineering

11. Computer Science - Information Security

12. B. Sc.- Computer Technology

13. Machine Learning

14. Computer Science

15. Computer Network and Information Security

16. Computer Networks

17. Software Engineering

18. IT

19. Data Analytics

20. Artificial Intelligence/ Data Science

21. Computer Science.

22. Software Development

23. Data Science (DS)

24. Artificial Intelligence (AI)

25. IoT and Sensor Systems

26. AI & MACHINE LEARNING

27. AI /Data Science

28. AI & Analytics

29. Computer Engineering

30. DATA SCIENCE AND ENGINEERING

B.Com (Hons.)

1. Accounting

2. Finance & Financial Management

3. Marketing

4. Human Resources

5. Commerce
6. Data Science
7. Finance
8. Marketing
9. Human Resource
10. Finance
BA (Hons.)
1. English
2. English

Eligibility Criteria

BBA	*All students are eligible*
BCA	*All students are eligible*
BA (Hons.)	*All students are eligible*
B.Com (Hons.)	*All students are eligible*

Work Experience Criteria	No work experience based criteria defined yet!
Allowed Genders	[Y] Male students [Y] Female students [Y] Other Genders
Backlogs	Students with backlog(s) not allowed

Hiring Workflow

HR Screening	*No Venue/Time specified*
Language Assessment	*No Venue/Time specified*
Operations Screening	*No Venue/Time specified*

Additional Info

No additional information