

Genpact

Process Associate ? Customer Service (Voice)



Job Profile Details

Placement Cycle

ARKA JAIN University - Placements 2024-25

Job Location

GIFT City, Gandhinagar, Gujarat

Date of Visit

May 23, 2025

Position Type

Full Time

Expected Hires

NA

Sector

Customer/Technical Support

CTC

INR 216000

Category

Level 2 - General

Description

ABOUT COMPANY:

Genpact (NYSE: G) is a global professional services firm delivering the outcomes that transform their clients' businesses and shape their future. They are guided by their real-world experience redesigning and running thousands of processes for hundreds of global companies. Their clients including many in the Global Fortune 500 partner with them for their unique ability to combine deep industry and functional expertise, leading talent, and proven methodologies to drive collaborative innovation that turns insights into action and delivers outcomes at scale. They create lasting competitive advantages for their clients and customers, running digitally enabled operations and applying their Data-Tech-AI services to design, build, and transform their businesses. And they do it all with purpose. From New York to New Delhi and more than 30 countries in between, their 115,000+ team is passionate in its relentless pursuit of a world that works better for people.

Genpact began in 1997 as a business unit within General Electric. Then, in January 2005, they became an independent company, bringing their process expertise and unique DNA in Lean management to more companies. They became a publicly traded company in 2007. Since December 31, 2005, they have expanded from 19,000+ employees and annual revenues of \$491.90 million to 115,000+ employees and annual revenues of \$4.37 billion as of December 31, 2022.

WEBSITE: <https://www.genpact.com/>

Key Responsibilities:

- Handle customer queries and concerns via voice support
- Reproduce and escalate technical issues
- Ensure adherence to client policies and processes
- Provide timely and effective solutions
- Demonstrate analytical thinking and strong work ethic

Preferred Skills:

- Strong communication in English & Hindi
- Problem-solving and customer-first mindset
- Prior customer service experience (chat/email/voice) is a plus
- Flexibility to work in rotational shifts, including weekends

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. Artificial 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

B.Tech

1. Computer Science
2. Computer Science & Engineering
3. Computer Application
4. Computer Science Engineering
5. Computer Engineering
6. Communication & Computer Science
7. Information Technology

Eligibility Criteria

BCA

All students are eligible

BA (Hons.)

All students are eligible

BBA

All students are eligible

B.Com (Hons.)	<i>All students are eligible</i>
B.Tech	<i>All students are eligible</i>
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 interview	<i>No Venue/Time specified</i>
Operations Round	<i>No Venue/Time specified</i>

Additional Info

No additional information