TTEC
Customer Service Representatives

Job Profile Details

Placement Cycle	**ARKA JAIN University - Placements 2024-25**
Job Location	Ahmedabad, Gujarat
Date of Visit	Jun 16, 2025
Position Type	Full Time
Expected Hires	NA
Sector	Customer/Technical Support
CTC	INR 348000
Category	Level 2 - General
Description	**About Company:**

Since 1982, They have helped companies build engaged, pleased, profitable customer experiences powered by their combination of humanity and technology. On behalf of many of the worlds leading iconic and disruptive brands, they talk, message, text, and video chat with millions of customers every day. Learn more about their company values, Environmental, Social, and Governance ("ESG"), and how they support gender diversity, including through a leadership program that empowers the women of TTEC. Visit www.ttec.com to know more about the organization.

Chat and Email Customer Service Representative

Their client is the global leader for online shopping, an industry whose existence cannot be ignored. The expectations which they have from individuals whom they hire:

- Amazing fluency written English
- Accurately understand and resolve the customer concerns
- The term customer would describe someone who would wish to purchase or sell a product/products/product catalogue/collection on the client website
- Though most customers raise basic concerns which results in a lower turnaround time, there are some wherein sellers would like to understand how they can expand their business and ultimately achieve a higher revenue and profit. This is where a lot of research and analytical skills come into the picture which helps in

providing a very satisfactory resolution to sellers the goal here is to get business on a regular interval from the customers

- Patience a key aspect of the job. Not all customers are satisfied with a resolution which is provided though it is as per the policies/guidelines laid down by the client. To be able to handle such situations by keeping calm and at the same time convincing the customer about the resolution provided

- Retention It is very important to be aware of the policies laid down by the client and also be aware of any product updates which come from the client. Effectively, absorbing and retaining content delivered throughout the training period and clear assessments conducted during that particular period

- Flexibility Individuals should be flexible to work in a 24/7 environment. Though we try our best to provide shifts which are rotating on a monthly basis, however based on the business requirements, they would also be expected to work in consecutive night shifts, say 3-4 months

- Multitasking It would be expected that 3-4 chats would need to be handled at any given point of time, where the nature of the queries would vary from one another and the resolution needs to be provided without consuming too much time of the customer

Proposed interview process:

The interview process will happen in 2 phases,1st Phase consist of the following rounds.

- Online assessment
- Online assessment consists of Situational Judgement Test, Personality Assessment, Computer Skills Assessment, Logical Reasoning & Cognitive Ability & English
- Students who clear the Online assessment will qualify for the 2nd phase of interview

The 2nd phase

- Written assessment to gauge English written language
- Students qualifying written will have an interaction with the team

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

MBA (Semester)

1. Business Administration & Management

2. Finance

3. Human Resources

4. Commerce

5. Finance & Financial Management

6. Marketing

7. Marketing & Sales

8. Marketing & Finance

9. Marketing & Human Resource

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

B.Tech	*All students are eligible*
MBA (Semester)	*All students are eligible*
BA (Hons.)	*All students are eligible*
BCA	*All students are eligible*
BBA	*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

Pre Placement Talk & Online test	Venue : Virtual (MS-Team) Time : 16 Jun 2025, 03:00 PM IST
HR interview	*No Venue/Time specified*

Additional Info

No additional information