First source(Engg)

Customer Service Technical Support

Job Profile Details

Placement Cycle	**ARKA JAIN University - Placements 2024-25**
Job Location	Mumbai
Date of Visit	NA
Position Type	Full Time
Expected Hires	NA
Sector	Customer/Technical Support
CTC	INR 300000
Category	Level 1 - Dream Company 9LPA & Above
Description	Job Title: Customer Support Associate International Voice Grade: H1/H2

Job Category: CSA / Sr. CSA
Function/Department: Operations
Reporting to: Team Leader

Role Description:
A CSA in this role responds to customer queries and provides resolution, support and assistance to the customers who calls pertaining to existing/new queries on services provided by the client. The Agent will play an integral role in improving the customer experience by providing fast, friendly, and effective service with accurate and personal solutions to customer enquiries.
Roles & Responsibilities (Indicative not exhaustive)
Revert on calls to customer on a variety of issues
Update and process information accurately into the system(s)
Resolve customer problems in a timely manner
Take ownership & deliver on customer commitments
Liaise with others within the process in the event where a customer query cannot be resolved at first point of contact
Clear Communication - during all conversations with customers, uses simple English that delivers information and solutions in an easy manner
Professional Focus - demonstrates a high level of personal and professional integrity when dealing with customers as well as treats all customers with empathy, respect and consideration.

Ability to solve problems look for solutions aligned to customers perspective and deliver on all commitments Teamwork consistently work together, trust each other and engage in constructive conversations for the good of the team

Open for Courses

- **Jain - Arka Jain University Jharkhand**

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.Sc
1. Information Technology
2. Biotechnology

Eligibility Criteria

BCA	**Applicants must have obtained**
	60 % in Class 10th
	60 % in Class 12th
	60 % in Diploma
	60 % in Undergraduate
B.Sc	**Applicants must have obtained**
	60 % in Undergraduate
	60 % in Class 12th
	60 % in Diploma
	60 % in Class 10th

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

PPT	Venue : online Time : 12 Jun 2025, 03:00 PM IST
Group discussion	Venue : online Time : 12 Jun 2025, 04:00 PM IST

Additional Info

Job Specification:
Job Location/Salary Band - Mumbai
CTC ? 3 LPA for Fresher
Employment Type - Apprentice
Skill - Fluent English
Domain - Customer Service Technical Support
Working days ? 5 days working, 2 days rotational off; (6 days working during training)
Shift ? 9.5 hour shift (24x7) rotational shift; 8.5 hour login & 1 hour break.
Transport -Yes, Odd hours.