

# TECH MAHINDRA

1. E Commerce Customer Support : BSC,BA  
JMC & ENG, BCA,B.COM & BBA ) (2) E  
Commerce Technical Support ( BTECH CSE &  
MCA )



## Job Profile Details

Placement Cycle

**ARKA JAIN University - Placements 2024-25**

Job Location

1. Kolkata (2) Bhubaneswar

Date of Visit

NA

Position Type

Full Time

Expected Hires

NA

Sector

Customer/Technical Support

CTC

INR 180000 - 210000

Category

Level 2 - General

Description

**JOB Profile**      **Education Qualification Required**

E Commerce Customer Support      BA, BCOM , BSC , BBA & BCA

E Commerce Technical Support      BTECH CSE & MCA  
Mass Communication

Age : - 18 - 35 Years

**Eligibility**      Local Bhubaneswar & Kolkata

**Criteria**      This is an OFFICIAL JOB Not a WFH

Candidate need to handle E - Commerce Tech Support & Customers' Technical Query and also need to Troubleshoot their Tech & non Tech Issues on call as well as on line .

**Responsibilities**      He/She must show the willingness to learn new things every time and then.

Must discuss every matter with its supervisor or team leader to get any issue sorted

Giving a resolution to the customers or

clients should be the whole and sole responsibility.

Trouble-shooting & Customer support to premium clients over the phone (inbound)

Must be very effective in providing customer service by providing resolution to their complicated queries and issues.

Must efficiently set goals and work on so as to avoid any escalations and maintain the relevancy and quality while providing service to the customers.

Excellent Oral Communication Skills in English.

#### **R e q u i r e d Skills**

Knowledge on Computers word & Excel .

Candidate should have Knowledge of OS .

Willingness to work for 24/7 working environment is a must, which involves (Mandate Night Shift )

#### ***Employee Facilities Provided:***

- 24\*7 Cafeteria / Gymnasium / Concierge desks / Recreation facility etc
- Best Training provided New Hires to Development Training.
- Multiple Growth Opportunities within the Company.
- Provident Fund , Gratuity Medclaim , Life Insurance etc. provided.
- CAB Will be provided for Night Shift employees ,this is home drop Or home pickup. (This is for employees who stay in Bhubaneshwar only)

Salary For English & Hindi Process - INR 170,000/- to INR 180,000/- ( As per the Voice Quality ) Bhubaneshwar .

Salary For English & Hindi Process INR 210,000/- Kolkata

#### **Interview Rounds :**

GD Round - PI Round Online Test (English Grammar / Logical Reasoning / Customer Centricity) Typing Test. Typing Speed 25 to 30 WPM is a Pass / Accuracy 85% to 90% is a must.

### **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. Bachelor of Computer Application
6. Internet of Things
7. Data Science
8. Computer Science & Data Processing
9. Information Technology
10. Artificial Intelligence
11. Computer Science & Engineering
12. Computer Science - Information Security
13. B. Sc.- Computer Technology
14. Machine Learning
15. Computer Science
16. Computer Network and Information Security
17. Computer Networks
18. Software Engineering
19. IT
20. Data Analytics
21. Artificial Intelligence/ Data Science
22. Computer Science.
23. Software Development
24. Data Science ( DS )
25. Artificial Intelligence ( AI )
26. IoT and Sensor Systems
27. AI & MACHINE LEARNING
28. AI /Data Science
29. AI & Analytics
30. Computer Engineering
31. 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

#### **B.Sc**

1. Information Technology
2. Biotechnology

#### **BA (Hons.)**

1. English
2. Journalism & Mass Communication

#### **MCA**

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

#### **B.Tech**

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

### Eligibility Criteria

B.Com (Hons.)	<i>All students are eligible</i>
B.Sc	<i>All students are eligible</i>
B.Tech	<i>All students are eligible</i>
MCA	<i>All students are eligible</i>
BBA	<i>All students are eligible</i>
BCA	<i>All students are eligible</i>
BA (Hons.)	<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

**Pre-placement Talk**

*No Venue/Time specified*

**Online test**

*No Venue/Time specified*

**HR interview**

*No Venue/Time specified*

**Additional Info**

No additional information