



Visvesvaraya Technological University
"Jnana Sangama", Belagavi-590018 Karnataka



Ref: CPC Drive – 2018/ 87

Date: 5th May 2018

The poster features a dark blue box on the left with white and yellow text: "Opening for BE/B TECH, MBA, MCA & Others 2017 PASSED OUT & 2018 PASSING OUT". To the right is the VTU-CPC logo with "Campus 2 Career" above it. Below the logo is the text "Supports the* Recruitment drive For". At the bottom right is the Artech logo with the tagline "GLOBAL WORKFORCE SOLUTIONS. MAXIMIZED.". A circular graphic on the right contains the text "DRIVE 87".

VTU-CPC in association with Amruta Institute of Engineering and Management Sciences, Bangalore, organizes pool drive for Artech Infosystems on 9th May. 2018

Company Profile:

At the forefront of the staffing industry, Artech is a women-owned business enterprise (WBE) committed to maximizing global workforce solutions on behalf of its clients. Artech's deep heritage, proven expertise and insightful market intelligence has secured long-term partnerships with Fortune 500 and government clients seeking world-class professional resources. Artech employs over 7000 industry professionals supported by over 25 national and global locations coast-to-coast across India, the US, and China. Artech's Fortune 500 and government clients leverage this expansive reach by engaging Artech as a preferred go-to supplier across multiple regions and countries in order to receive consistent deliverables, terms, rates and cost savings.

Artech helps its clients reduce their total cost of ownership (TCO) by delivering a range of refined staffing and technology solutions that include:

Staffing individual talent (IT, engineering, professional, scientific, clinical)

Deploying teams for the execution of projects, Delivering statement of work (SOW)

resources and management for defined scope of services projects. Managing staffing vendors and suppliers

Website : <https://www.artechinfo.in/company>.

POSITION: L1 GLOBAL TECHNICAL SUPPORT EXECUTIVE(Voice Process)

Job Description: Resolving technical issues (hardware and OS) from incoming internal or external businesses and end user's contacts and proactive notification system.

Providing excellent customer service support to Global customers during every single interaction. Assisting end users to avoid or reduce problem occurrences. Adding case resolution to Knowledge Management System. Responding to service, product, technical, and customer relations questions on subjects such as features, specifications, and repairs on current and discontinued products, parts, and options, based on customer entitlement (warranty through mission critical).

Skill Set: Customer relationship management. Should be able to interact with global customers. Ready to accept Inbound and Out bound process. Excellent communication mandatory. Highly Aggressive. **Process:** Once the candidates clear the interview rounds, will have to attend the training for 1 month. Post completion of training candidates will be deployed to HP (Hewlett Packard).

SELECTION PROCESS

Eligibility Criteria

ANY QUALIFICATION- BE, B TECH, MBA, M COM,
MCA, BCOM, BBA, BSC, BCA, BBM.

Percentage: No cut off, candidates should be willing to work on rotational shifts.

Date of test: 09/05/2018 Time : 9-30 AM

**Venue: AMRUTA INSTITUTE OF ENGINEERING & MANAGEMENT SCIENCES-
BIDADI**

INTERVIEW PROCESS: 3 Rounds, Group Discussion-(College). Voice And Accent Round-(College). Final Round- With Client- Hp (Bangalore).

SALARY: 2.16 LAKHS P.A (2, 16,000) + SHIFT ALLOWANCE AND INCENTIVES

Interested candidates may walk-in for the drive to the Venue mentioned above on 9th May, 2018.

VTU CPC wishes all the candidate a prosperous career ahead.....

*VTU CPC is only a platform to link the recruiter and the candidates. The candidates are advised to take maximum care in selecting the recruiter and terms & conditions of appointment. VTUCPC is not responsible for any lapses in the agreement between the candidate and their recruiter.