



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



Ref: CPC Drive – 2019/ 38

Date: 02 May 2019

Opening for
B.E/B.Tech(all streams)/MCA
2018 Passed out
&
2019 Passing out

VTU CPC
Campus 2 Career

Supports the*
Recruitment drive
For

DRIVE
38

IBM

Company Profile:

IBM has been present in India since 1992. IBM India's solutions and services span all major industries including financial services, healthcare, government, automotive, telecommunications and education, among others. As a trusted partner with wide-ranging service capabilities, IBM helps clients transform and succeed in challenging circumstances. The diversity and breadth of the entire IBM portfolio of research, consulting, solutions, services, systems and software, uniquely distinguishes IBM India from other companies in the industry.

WEBSITE: <https://www.ibm.com/in>

Position, Job description & Salary :

Position : Technical Support Associate

Job description

Be part of a team of technical experts, motivated by a desire to facilitate customers and be responsible for providing voice support to IBM Internal End Users and External Commercial Account End Users across North America, EMEA and Asia-Pacific.

- Handling complex customer scenarios, documenting solutions, and effectively providing dependable and timely resolution to all product related technical issues experienced by Customers
- Providing remote Infrastructure support delivery and performing problem cause analysis
- Collaborating with fellow support colleagues and other internal organizations to provide superior customer service
- Acting as a customer advocate by working directly with customers on high priority issues to deliver timely resolution and capture customer feedback to influence process/product improvements.
- Anticipating customer needs and effectively addressing concerns related to their issue or resolution
- Providing direct technical assistance to customers via phone, email, and chat.

Salary: As per industry standards, around 3 lakhs

ACADEMIC ELIGIBILITY CRITERIA

Bachelor's Degree without backlogs & no percentage cutoff

Documents to be carried *original & one set of photocopies:*

1. Resume
2. 10th, 12th & Graduation Mark Sheets All Semester
3. Any 2 Government issued photo ID card (Pan / Aadhar / Voter ID / Passport)

SELECTION PROCESS:

1. Initial screening and assessment of communication skills (In Person)
2. Communication assessment (Telephonic or In-Person)
3. Technical Interview / Operations Interview (Telephonic or In-Person)
4. HR Interview (Telephonic or In-Person)

Last date for Registration is 09/05/2019

Registration Link to apply

<https://forms.gle/RYdkcpZgdiPEK7dp9>

Drive Date & Venue details will be communicated via email by 12/05/2019. Please provide correct email ID.

VTU CPC wishes all the candidates 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.

**Dr. Binoy Mathew, Director, VTU-Centralized Placement Cell(CPC) Email:
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