



ವಿಶ್ವೇಶ್ವರಯ್ಯ ತಾಂತ್ರಿಕ ವಿಶ್ವವಿದ್ಯಾಲಯ



("ವಿ ಟಿ ಯು ಅಧಿನಿಯಮ ೧೯೯೪" ರ ಅಡಿಯಲ್ಲಿ ಕರ್ನಾಟಕ ಸರ್ಕಾರದಿಂದ ಸ್ಥಾಪಿತವಾದ ರಾಜ್ಯ ವಿಶ್ವವಿದ್ಯಾಲಯ)

Visvesvaraya Technological University

(State University of Government of Karnataka Established as per the VTU Act, 1994)

Centralized Placement Cell(CPC)

Regional Office, RHCS Layout, Annapoorneshwari Nagar, Nagarabhavi, Bangalore-560091

Ref: CPC Drive – 2022-23/17

Date: 25th Jan 2023

Opening for

BE/B.Tech/ME/M.Tech
/BCA/MCA/MBA

**2023 PASS OUT
Batch**



**DRIVE
17**

Supports the*
Recruitment drive
By



Company Profile

Greetings from Genpact!!! We're a global professional services firm delivering business outcomes that transform industries and shape the future. We partner with the world's most innovative companies to turn their biggest challenges into opportunities, resilience, and growth – from creating hyper-connected supply chains to transforming experiences for their customers and employees.

<https://www.genpact.com/>

We are looking for the following:

- 1) Customer service and Technical support
- 2) Content Moderator- English language
- 3) Content Moderator- English & Hindi
- 4) Process Associate –Voice – Tamil

Minimum Eligibility

- Any Graduate/ MBA
- Freshers are eligible
- Good English language skills (verbal and written)
- Should be willing to work in 5/6 days in a week
- Shift – Must be flexible to work 24/7
- Location – Hyderabad
- Please feel free to highlight if candidates are from PWD

Note :MBA will be hired as 5A's & undergraduate will be hired as Apprenticeship

Below is the detailed Instruction on Apprenticeship program,

- Eligibility criteria – 0 to 12 months experience
- Someone with 12 months and 1 day will not come under apprenticeship
- 15 months of Apprenticeship program offer by Indian Government
- Only Stipend applicable
- No PF & ESI deduction
- Only Professional Tax deduction, 1% if PAN card is available (If NO PAN Card- 10% Tax deduction)
- Article ship candidates will not come under apprenticeship
- After 15 months, they will be assessed and promoted as per our policy
- If candidate have 3 months or 6 months experience prior, they will be offered as per apprentice grid
- Eligible for VIC

CTC will range between 2.4LPA to 3LPA (will be finalized depending on the interview.)

Apprentice – 15000 per month to 21000 per month (will be finalized depending on the interview.)

Please find attached JDs to know more about the roles we offer.

Registration Link (Last date to register 31-01-2023)

<https://forms.gle/HNvYj7P8noy7uWSj7>

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's Central Placement Cell (CPC), Email: placement@vtu.ac.in, <https://vtu.ac.in/en/vtu-placement/>

Customer service and technical support

Description – External

With a startup spirit and 90,000+ curious and courageous minds, we have the expertise to go deep with the world's biggest brands—and we have fun doing it. Now, we're calling all you rule-breakers and risk-takers who see the world differently and are bold enough to reinvent it. Come, transform with us. Transformation happens here. Come, be a part of our exciting journey!

Are you the one we are looking for?

We are inviting applications for the role of PA, Customer Service

Responsibilities

- Respond to customer queries and customer's concern
- Making outbound calls to Customers and Employers
- Provide support for data collection to enable Recovery of the account for end user.
- Maintain a deep understanding of client process and policies
- Reproduce customer issues and bring up product bugs
- Provide excellent customer service to our customers
- You should be responsible to exhibit capacity for critical thinking and analysis.
- Responsible to showcase tried work ethic, with the ability to work well both independently and within the context of a larger reciprocal environment

Minimum qualifications

- Graduate (Any Discipline)
- Freshers are eligible

Preferred qualifications

- Previous experience in a customer service role chat/email/voice
- Effective probing skills and analyzing / understanding skills
- Analytical skills with customer centric approach
- Excellent proficiency with written English and with neutral English accent
- You should be able to work on a flexible schedule (including weekend shift)

Genpact is an Equal Opportunity Employer and considers applicants for all positions without regard to race, color, religion or belief, sex, age, national origin, citizenship status, marital status, military/veteran status, genetic information, sexual orientation, gender identity, physical or mental disability or any other characteristic protected by applicable laws. Genpact is committed to creating a dynamic work environment that values diversity and inclusion, respect and integrity, customer focus, and innovation. For more information, visit www.genpact.com. Follow us on Twitter, Facebook, LinkedIn, and YouTube.

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We are inviting applications for the role of Process Associate, Content Moderation

We're looking for someone with strong work ethic, and the ability to work well both independently and within the context of a larger team-oriented environment.

Self-starting, intellectually curious and creative individual comfortable operating in a fast-paced, dynamic environment

Responsibilities

- Provide resolution to maintain standards of quality
- Review content and provide resolution based on prescribed guidelines
- Recognize trends and patterns and raise issues timely
- Provide insights to help improve the support to the users
- Maintain a thorough understanding of process and policies
- Provide excellent customer service to our customers

Qualifications we seek in you

Minimum qualifications

- Any Graduate (PG an added advantage)
- Freshers are eligible
- Fluent in the English Language

Preferred qualifications

- Effective probing skills and analysing / understanding skills
- Problem-solving skills with customer-centric approach
- Must be able to work on a flexible schedule (including weekend shift work)

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Content moderation – English & Hindi

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- Provide insights to help improve the support to the users
- Maintain a thorough understanding of process and policies
- Provide excellent customer service to our customers

Qualifications we seek in you

Minimum qualifications

- Any Graduate (PG an added advantage)
- Freshers are eligible
- Fluent in the Hindi and English Language

Preferred qualifications

- Effective probing skills and analysing / understanding skills
- Problem-solving skills with customer-centric approach
- Must be able to work on a flexible schedule (including weekend shift work)

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Process Associate –Voice - Tamil

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- You should be responsible to exhibit a capacity for critical thinking and analysis.
- Responsible to showcase tried work ethic, with the ability to work well both independently and within the context of a larger reciprocal environment

Qualifications we seek in you

Minimum Qualifications

- Graduate (Any Discipline)
- Freshers are eligible
- Language - Tamil

Preferred Qualifications

- Previous experience in a customer service role chat/email/voice
- Effective probing skills and analyzing / understanding skills
- Analytical skills with a customer-centric approach
- Excellent proficiency in written English and with a neutral English accent
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