

The students of **TY B.com/BBA/BBA-IB/BA** are informed that there is opening with **CONVERGYS** Interested students kindly register their name with the placement cell on or before **22nd September 2018**

CONVERGYS are HIRING for:

- Networking / Server / Enterprise / Exchange Support (International Remote Voice Support)
- Hardware Support – Email/Chat/Voice Support (International & Indian Support)
- Telecom/Broadband troubleshooting – International Voice Customer Care & Technical Support

- **Utility Products/Services/Customer Care Services - Indian Support**
- **Customer Care Support- Voice/Chat Support across Telecom, Financial Services and Technology verticals**

Customer Care Voice Profile Requisite:

Key Deliverables:

- Resolve & answer customer objections/concerns, gather feedback & adhere to compliance norms while assisting customers on call.
Interface with customers via inbound or outbound calls or the Internet for the purpose of passively (i.e.; order taking) or actively selling products and services.
- Greet customers in a courteous, friendly, and professional manner using agreed upon procedures.
- Clarify customer requirements; probe for and confirm understanding of requirements or problem.
- Conduct needs-based selling by using non-scripted probing techniques to determine customer needs and to offer the most appropriate product or service to address their needs.
- Interface with customers via inbound or outbound calls and resolve Internet connectivity issues pertaining to broadband services (DSL/Cable/ Wireless/Fiber Optic.)

- Support Customers across Financial Services, Healthcare, Telecom, Hardware, Utility verticals
 - Should have excellent communication and English speaking skills
 - Knowledge of basic computer operations.
 - Ability and willingness to learn.
 - Courteous with strong customer service orientation.
 - Dependable with proficient attention to detail.
 - Good listening and responding skills.
 - Should be willing to take up challenges and go extra mile to perform work responsibilities
 - Should have great interpersonal skills and ability to perform under pressure
- Fresher's are eligible
- **Package Offered 1,44,000/-PA to 3,60,000/-PA***

Tentative Campus Date: 10th October 2018

Arjun R. Kale
Training & Placement Officer

Dr. B.B.Waphare
Principal