



Training & Placement Cell

Dr. A.P.J. ABDUL KALAM UNIVERSITY, INDORE

Date: 18th April, 2023

Mega Placement Drive at Infosys Indore of B E BCA MCA B Sc M Sc CS students

Exclusive Service Hiring Drive
at Indore Infosys Campus
20th and 21st April 2023

- Excellent communication skills to attend/resolve client issues on calls/chat/mail
- Communication scale - CEFR :B2, C1, C2
- Good time management, ensuring all contacts with customers add value.
- Analytical problem solvers who will understand issues and to resolve customer issues
- Being proactive and show the utmost respect for customer's time

Open to work in 24*7 Shifts, voice process, rotational weekly off, work from office environment and candidate should have completed double vaccination completed.

Problem solving skills and quick thinking to own & resolve customers' issues independently, thoroughly & efficiently

Exclusive Service Desk Hiring Drive at Infosys Indore Campus – 20th and 21st April

- Excellent verbal, written communication skills to attend/resolve client issues on calls/chat/mail.
- Excellent interpretation and active listening skills
- Mandatory work from office.
- CS Graduates only (Non-CS will not be considered)
- Mandatory B2C chat process experience(B2B will not be considered)
- Recent project/Process should be based on chat based and not voice based
- Mandatory experience on L1 Service Desk/CS-Semi tech
- Multiple chat/Dual chat experience is required.
- Excellent Communication
- Interview Process : **Online test** : Cut off : 50% , **Manual voice assessment** : Cut off : 60% , Final **Operations** round.

Job Location : Bangalore
Shifts : 24*7
Experience : 1 to 4 years
Education:: Any computer science graduate with minimum 15years of education BE/B.Tech/BCA/MCA/BSc(CS)/MSc(CS)

- Excellent verbal, written communication skills to attend/resolve client issues on calls/chat/mail.
- Minimum exp of 24 months in relevant role
- International voice exp is a mandatory (current/last job should be international voice process)
- Candidate should be comfortable with relocation/ staying within transportation boundary of Infosys.
- Active directory
- Bit locker recovery process
- PST/DST/OST files in outlook, O365.
- Printer and wifi issue resolution expertise

Job Location : Bangalore
Shifts : 24*7
Experience : 2 to 4 years
Education:: Any computer science graduate with minimum 15years of education BE/B.Tech/BCA/MCA/BSc(CS)/MSc(CS)

ANIL MISHRA
(Training & Placement Officer)