

IBM On Campus Drive on 07 Jan 2019

Greetings from IBM India Pvt Ltd!!!

We are pleased to inform you that we have started our recruitment process for the 2019 batch and we wish to visit your esteemed Institution for the recruitment drive.

Date & Time: 07.01.2019 (Monday) 09:00 hrs onwards

Venue: Ramdev Convention Centre, KV Ranga Reddy Degree College for Women, Hyderabad

About us:

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.

About the Business Unit we are hiring for: Strategic Outsourcing:

SO brings together all of IBM's worldwide service delivery capabilities for Strategic Outsourcing with strong local and regional management teams supported by a set of key global competencies including Security, Asset & Risk Management (SARM), End User Support (EUS) and Server Systems Operations (SSO). We are currently hiring for the Mobility & Workplace Service desk support unit.

About the Job:

Job Description

Providing Voice support to IBM Internal End Users and External Commercial Account End Users across North America, EMEA & AP. The job will require you to handle inbound calls / emails / chats regarding technical issues for end users.

- Remote Infrastructure support delivery
- Perform problem cause analysis
- Resolve routine customer problem
- Ability to Identify Opportunity & Implement Process Improvements
- Ability to meet a set of defined account agent productivity measurements

Mandatory Skills

- Strong computer skills
- Excellent customer service orientation
- Neutral accent

Location of joining - Hyderabad

Additional Information:

- Working in shifts is a mandate. Candidates applying and selected for the job will be expected to work in shifts - including evening, night and graveyard shifts. Project works 24x7 in various shifts and can vary depending on geographies supported.

- Candidate should not have any backlogs in order to qualify for the interview process

Eligibility Criteria:

- Any Graduates (10+2+3) Post Graduates, Diploma Holders (10+2+3)
- 2019 & 2018 Pass outs (with no backlogs)
- No Percentage cut off

Salary Package: Rs 3Lakhs/annum

Recruitment Process:

- Initial screening and assessment of communication skills (In Person)
- Voice & Accent assessment (Telephonic or In-Person)
- Technical Interview (Telephonic or In-Person)

Documents to be carried for the event (original & one set of photocopies):

- Resume
- Education, all year mark sheets for the highest degree attained/pursuing
- Education degree certificate (if course is completed)
- Government issued photo ID card
- If currently employed: Offer letter or Latest revision Letter and last 3 months salary slips
- Valid Indian work permit (if applicable)