

B.Com/BBA/BBA IB/BA

The students of **TY B.Com/BBA/BBA IB/BA** are informed that there is Campus interviews scheduled with TATA **Consultancy Services Ltd. (TCS) on 13th Dec. 2017** Interested students kindly register their name with the placement cell on or before **30th Nov 2017**

Company Name: TATA Consultancy Services Ltd. (TCS)

Business Unit: Business Process Services (BPS)

Role: Customer Service Associate - Voice

Job Location: TCS - Pune

General Summary: The Associate is responsible for solving customer queries over the phone related to their unit.

Major Job Function

1. Resolving Customer Queries
2. Tracking and reporting of metrics

Essential Skills

1. Good Communication Skills (Spoken, Written) and interpersonal skills
2. Good analytical & logical reasoning skills
3. Willing to work in 24x7 environment (any shift)
4. Basic computer and systems skills
5. Ability to use various applications in PC (especially MS word, MS excel proficiency is very essential).

Additional Skills

1. Demonstrated approach to problem solving
2. Basic Mathematics and Logical Reasoning Ability
3. Good keyboard skills

Basic Criteria:

1. Candidates with break in career and/or education for more than 2 years are not eligible
2. Only full time graduation (with 15 years regular education) will be considered - No correspondence courses / undergraduates
3. Candidates must have cleared their Supplementary or ATKT exams of 1st year or 2nd year before appearing for the interview
4. Candidates Should be comfortable working in Rotational/Night shifts
5. Candidates who have attended the TCS selection process in the last 6 months (either selected-not-joined or rejected) will not be eligible.

Documents Required for the Campus Interview

- 2 Physical copies of your Resume/CV/Bio-Data
- 2 Passport size Photographs at the time of Interview
- 1 Copy of online Application Form

Arjun R. Kale
Training & Placement Officer

Dr. B.B.Waphare
Principal