

### BCA / B.Sc – CS/ BBA/BBA-IB/B.com/BA / M.Sc. / MCS

The students of **TY BCA / B.Sc - CS / BBA/BBA-IB/B.com, M.Sc. / MCA** are informed that there opening with **Bigbasket** Interested students kindly register their name with the placement cell on or before **13<sup>th</sup> May 2018**

#### **Customer Support Executives: ( Full Time- 80 Positions )**

**Qualifications:-** 10+2 / Graduate in any discipline

**Work Exp:-** 0-1 year; Freshers are most welcome. Good communication skills in English & Hindi is must.

**Salary:-** 13 K / Month TO 17.5 K / Month **Work Location** -Baner, Pune – 411045

#### **Bifurcation-**

- 35 candidates (Male) for Evening shift as 2 P.M TO 11 P.M.
- 10 Gujarati speaking candidates for Split or Evening shift.
- 10 candidates (Female) for morning shift as 7 A.M TO 4 P.M
- 25 Candidates for split shift. ( 8 A.M TO 12.30 P.M & 5 P.M TO 9.30 P.M )

**Note :** Rotational week off. ( No week off on Friday, Saturday & Sunday.); Transportation facility not available from company side.

#### **JD :-**

- 1) Attracts potential customers by answering product and service questions
- 2) suggesting information about other products and services.
- 3) Opens customer accounts by recording account information.
- 4) Maintains customer records by updating account information.
- 5) Resolves product or service problems by clarifying the customer's complaint.
- 6) Determining the cause of the problem.
- 7) Selecting and explaining the best solution to solve the problem.
- 8) Expediting correction or adjustment; following up to ensure resolution.

**Arjun R. Kale**  
Training & Placement Officer

**Dr. B.B.Waphare**  
Principal