

Walk in for Fresher (2012, 2013, 2014 Batch Students) Graduates BE/BTECH, BA, BSC, BCOM, MBA, MCA On 28/06/2014 @ Nishitha College of Engineering and Technology, Near International Airport, After ORR, On Srisailem Highway, Kandukur Mandal, Hyderabad, Telangana, 501359

**Greetings from 'Simple Solutions HRD Services, Hyderabad'**

**Dear Candidate,**

**There is a Placement drive by IBM India. Kindly avail this opportunity and you can forward this mail to your friends.**

**Company:** IBM India

**Website:** [www.ibm.com/in/en/](http://www.ibm.com/in/en/)

**Wikipedia Page:** [http://en.wikipedia.org/wiki/IBM\\_India](http://en.wikipedia.org/wiki/IBM_India)

**Designation:** Entry Level

**Experience:** 0-2 years' experience

**Job Location:** Hyderabad

**Compensation:** Best in Industry (Will be disclosed to the selected candidates)

**Qualification:** Graduate (10+2+3), B.E/B.Tech, Post Graduates, Diploma Holders (10+2+3)

**Date:** 28<sup>th</sup> June 2014

**Time:** 9 AM to 12.30 PM

**Walk in Venue:** Nishitha College of Engineering and Technology,  
Near International Airport, After ORR,  
On Srisailem Highway, Kandukur Mandal,  
Hyderabad, Telangana 501359.  
Website: [www.nishitha.in](http://www.nishitha.in)

**Contact number:** 04065144194

**Contact Person:** Aqhil Syed/Fatima

**Job Details:** 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
- Has technical experience and skills in the areas of problem determination, creativity and analysis
- Ability to meet a set of defined account agent productivity measurements

**Mandatory Skills:**

- Understanding of operating systems, Windows 2000/NT/XP configuration options and troubleshooting
- Browser Support - Internet Explorer

- Strong computer skills required
- Proficient in network connectivity troubleshooting, TCP/IP, Dial-up, Token Ring, Ethernet, LAN/WAN
- Excellent oral and written communication skills
- Excellent customer service orientation
- Neutral accent
- Desired Skills
- Ability to identify basic hardware parts and aware of basic hardware concepts
- User level familiarity with at least one e-mail client - Outlook, Notes etc
- Skilled in commercially standard software applications and major desktop operating systems
- Awareness of basic networking concepts and technologies
- Questioning skills /probing skills, as relevant to the issue and level of the caller

**Additional Information:**

- Working in shifts is a mandate. Candidates applying and selected for the job will be expected to work in shifts - including evening and night shifts. Shifts will be 24x7 in nature and can vary depending on geographies supported.
- Candidate should not have any backlogs in order to qualify for the test and interview process

**Recruitment Process:**

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

**Documents Required:** Two copies of resume, one passport size photograph

**Details and Applying:** [www.simplesolutionshrdservices.com/ibm-nishita.php](http://www.simplesolutionshrdservices.com/ibm-nishita.php)

**Company profile:**

IBM India Private Limited is the Indian subsidiary of IBM. It has facilities in Bangalore, Delhi, Kolkata, Mumbai, Chennai, Pune, Gurgaon, Noida, Chandigarh, Indore, Bhubaneswar, Coimbatore, Visakhapatnam and Hyderabad.

Between 2003 and 2007, IBM's head count in India has grown by almost 800%, from 9,000 in 2003 to nearly 74,000 in 2007. Since 2006, IBM has been the multinational with the largest number of employees in India. IBM is very secretive about the geographic distribution of its employees. By most estimates, it has close to a third of its 430,000 employees (~ 150,000) in India, and it likely has more employees here than in the US.

\$\$\$ **There are no registration charges** \$\$\$

**Note:** Please carry two resumes and photographs

**Note:** Kindly refer this job to your friends.

Best Regards

H R Team.