

Walk in for Fresher (2013, 2014 Batch Students) Graduates BE/BTECH, BA, BSC, BCOM, MBA, MCA On 04/09/2014 @ RRS College of Engineering and Technology, Muthangi, Pathancheru, Hyderabad – 502 319.

Greetings from 'Simple Solutions HRD Services, Hyderabad'

Dear Candidate,

We are Organizing a Placement drive for TATA BSS (A TATA Group Company) at our college. Kindly avail this opportunity and you can forward this mail to your friends.

Company: TATA BSS (A TATA Group Company)

Website: <http://www.tata-bss.com/>

Wikipedia Page: http://en.wikipedia.org/wiki/Tata_Business_Support_Services

Designation: Entry Level

Job Location: Hyderabad

Job Status: Full Time

Compensation: According to norms (Will be disclosed to the selected candidates)

Qualification: 2013, 2014 Batch Graduates, BE/BTECH, BA, BSC, BCOM, MBA, MCA

Date: 04th September 2014

Time: 9 AM to 12.30 PM

Contact number: 04065144194

Contact Person: Aqhil Syed

Walk in Venue: RRS College of Engineering and Technology,
Muthangi, Pathancheru,
Hyderabad – 502 319
www.rrscet.edu.in

Job Description:

Handling the technical queries of the customers.

- Improve quality of service and increase client delight.
- Call handling to develop first hand sensing of customer pulse and manage irate customers as a Supervisor.
- Achieve the set targets of the team / process.
- Maintain quality of interaction with customers.

- Identifying opportunities for improving software performance.
- Ensuring complete accountability for every call that they handled.
- Constant inputs to improve their ability to handle irate calls

Skills Set:

Fluent English / Hindi communications skills and one regional language.

- Ability to work under pressure.
- Clear & logical Thinker.
- Typing speed should be greater than or equal to 15wpm.
- Shifts: Full time/Part time

Selection Process: 1. Personal Introduction Round, 2. Aptitude Test, 3. Voice & Accent Round and rounds of personal interview

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

Details: www.simplesolutionshrdservices.com/tatabss-rrs.php

Company Profile:

Headquartered in Hyderabad and having Global delivery centers located in North America & India, TBSS is among the Largest Third party Outsourced Customer Service Providers in India, serving domestic as well as international customers. We are a wholly owned subsidiary of Tata Sons and part of the 142 year old Tata Group. With state-of-the-art facilities across 11 global delivery centers that accommodate nearly 4000 seats, TBSS is among the rapidly growing contact centers globally. We have the capability to efficiently transition and manage global customer care and voice processes to integrate into a single global delivery model. Our 'End to End' solutions reinforce our commitment to work with our clients in developing winning strategies through "right-shoring" and thus providing a high ROI.

Tata Business Support Services (TBSS) was set up in 2004 to address the huge internal customer service needs of the Tata Group companies. It endeavors to be a long term partner in addressing all aspects of the outsourcing requirement of its clients. We cater to multiple industry verticals and provide multi-channel service delivery including voice support in 10 different languages out of our world-class centers at Pune, Hyderabad and Mohali in India & USA centers at Florida and Ohio.

We employ a 5000 strong skilled workforce across the globe that provides 24x7 support to our valued customers with expertise in multi-channel and multi-lingual service delivery. We specialize in Voice based in-bound and out-bound interactions and interactions through E-mail, Chat and Collaborative Web sessions.

\$\$\$ 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.



ESTD. 2003
Approved by AICTE & Affiliated to JNTU-H



" TATA BSS is hiring for Freshers ON 04/09/2014 "
Venue: RRS College of Engg. & Tech.,
Muthangi, Pathancheru ,
Hyderabad – 502 319
Time: 09:30 am to 12:30 pm
DETAILS CONTACT: 040 65144194

**NO
REGISTRATION
FEE**

Organizing Partner:
 Simple Solutions HRD services
"A Recruitment Expert"

Details at: www.simplesolutionshrdservices.com/tatabss-rrs.php
(OR)
www.tiny.cc/sshs12