



Guru Gobind Singh Indraprastha University
“A State University established by the Govt. Of NCT Delhi”
Sector 16-C, Dwarka, New Delhi – 110078



F. No.: GGSIPU/CCGPC/2023/ 750

30th September 2023

Sub. Placement opportunity for students of GGSIP University of the batch passed out in year 2021 to 2023 in the company “WIPRO Limited”

Dear Placement Officer,

Greetings from CCGPC, GGSIPU!!!

Please find below details of Placement opportunity for students of GGSIP University of the batch passed out in year 2021 to 2023 in the company “WIPRO Limited” for your reference and circulation to students to apply on given link by **3rd October 2023 1:00 PM.**

Registration Link – <https://forms.gle/d3jggCSnJARSHGNJ9>

Payroll company – WIPRO, hiring through NIIT Limited

Designation: Customer Care Specialist (US process)

Job Location- Gurugram, Work from Office only

Cab facility – Yes (To the fixed zone only - attached)

Shift – Night

Days of working – 5 Days

Night allowance – Yes

Batch can apply – 2023,2022,2021

Salary range- INR 3.08 Lacs (Fresher) – INR 3.5 Lacs (Experience)

Eligibility:

- **Candidate should have Very Good communication.**
- Graduates in B. Com, B.A (English), BCA, BBA
- Age up to 31 years
- Gap should not be more than 4 years after graduation.
- **Undergraduates/ pursuing graduation are NOT eligible.**
- Candidates who are currently located in Delhi NCR/Gurgaon are only eligible.

Work Experience:

- Freshers and Experienced- 0-29 months
- **Excellent communication skills- Written and Verbal**
- **Should be willing to work in night shifts (shift will start from 5.30 pm goes up to 5am with Saturday Sunday fixed off- 9.5-hour shift with 8.5-hour login)**
- Proficient in computer usage and Basic knowledge of MSOffice/ Excel

Roles and Responsibilities of a Customer Care Specialist:

- Customer Service through calls
- Ensure timely and accurate service delivery at defined productivity levels
- Build client & domain knowledge to be able to deliver a resolution on the first conversation
- Ensure adherence to Client Service Level Agreements (SLAs) like Customer Satisfaction, Service Level, Handle Time & Customer Effort
- Maintain Internal Service Attendance & Accountability policies
- Execute issue /query & Client level delivery quality on calls
- Adhere to Customer resolution and ensure proper documentation & follow-up
- Identify, share and support operational improvements

What Wipro offers:

- Defined career roadmap which offers growth opportunities
- Performance-based incentive program (Depends on Process/Client Alignment)
- Investment in talent development and skills enhancement
- Work-life balance with a 5-day workweek
- Collaborative environment with best-in-class professionals
- Focus on colleague engagement and fun at work

Please note:

NIIT will first do the phone screening to check their communication, if shortlisted Wipro team will do the interview.

If candidates get shortlisted by NIIT will get 1 month training (during this period they will not be paid any stipend).

After completing 1 month training candidates must give one assessment, if get selected WIPRO will give **INR 18000 Stipend (for 1 month training you have done with NIIT and will give final offer)**

LAST DATE FOR REGISTRATION IS 3rd October 2023 1:00 PM.



(Ms. Nisha Singh)

Training and Placement Officer,
CCGPC, GGSIP University

GGN zone for CAB facility –

Candidates willing to relocate to Gurgaon or residing in below mentioned zone should only apply.

Region	Gurgaon	Location	Service/Non Service
Delhi	AYA NAGAR till Phase 3	CHHATARPUR	Service Zone
Delhi	CHATTARPUR Enclave Phase 2	CHHATARPUR	Service Zone
Delhi	CHATTARPUR Extn till Nanda Hospital	CHHATARPUR	Service Zone
Delhi	GHITORNI	CHHATARPUR	Service Zone
Delhi	MANGLA PURI	CHHATARPUR	Service Zone
Delhi	NEB SARAI	CHHATARPUR	Service Zone
Delhi	SULTAN PUR	CHHATARPUR	Service Zone