

CENTRALIZED CAREER GUIDANCE AND PLACEMENT CELL
GGG INDRAPRASTHA UNIVERSITY, NEW DELHI

PLACEMENT DRIVE @ GGSIPU

British Telecom plans to hire close to 200 candidates from Graduate(**BBA / BCA / BCOM / BA / BSC**) / Post graduate(MBA) candidates.

Offer Package: **INR 200 000** Per Annum.

Designation: **Early Life Provision Offline Advisor**

BT e-Serv (India) Private Limited.

Job Location: Gurgaon

No. of Positions: 100

Job Description

- To process and 'fix' orders accurately within agreed timescales and in line with agreed process and procedures.
- To ensure prompt and accurate order placement for BT products, such as PSTN, broadband and Vision.
- To achieve order closure and operational targets as defined by the Offline reporting suite.
- To maintain queue levels to agreed SLA targets levels
- To achieve and maintain a good knowledge/capability of BT systems including Oneview, KM Systems and Order Tracker
- When dealing with customers aspire to deliver an excellent customer experience on all outbound calls
- To highlight to queue owners, line management and offline support teams any issues in the queues that may affect customer satisfaction and share best practice within the team and across EarlyLife
- To complete/participate in ad-hoc projects to drive efficiencies and improvements in Offline.
- To fully support and take guidance from the manager, raising awareness to them of any factors which may affect the performance of individuals or the whole team.
- Share best practice within the team and across the Consumer Sales & Service community
- Adhere to relevant shift patterns
- Take responsibility for personal development and drive own performance

Desired Candidate Profile

Profile Description: • Excellent English verbal and written language skills

- Good questioning and listening skills
- Good empathy and customer ownership skills
- Good cross-cultural awareness to be able to effectively communicate with UK customers
- Good objection handling/diffusing/complaint handling skills
- Good customer interaction skills with the ability to recognise the customers' needs
- Good self-management (Attendance/Break Management/Adherence/AHT/Wrap)
- PC literate with good system navigation skills
- Good Data input skills
- Problem solving
- Good MS Office (Excel, Word, Outlook) skills

IPU/CC/04/2015/125
12/02/2015

UG Qualifications:

- B .Com (Any Specialization)
- B.A. (Any Specialization)
- B.Sc (Any Specialization)
- BBA / BBM / BBS (Any Specialization)
- MBA

*Note: Candidate should have a UG qualification

Company Profile

BT is a global leader in managed networked IT services, operating globally and delivering locally to help our customers thrive in a changing world. We have provided high quality telecommunication services since 1846 and serve the needs of customers in more than 170 countries worldwide. Since the early 2000's, we have been taking big steps to grow our business in South East Asia. We have over 1000 people dedicated to support both regional multinationals expanding globally and global multinationals expanding into SEA. We understand the importance of being close to our customers so at BT we have offices in Singapore (our headquarters), Kuala Lumpur, Jakarta, Bangkok, Ho Chi Minh and Manila. We have network presence in Singapore, Malaysia, Thailand, Indonesia, Vietnam, and the Philippines, working with an extensive network of local partners including Starhub, Singtel, Indosat and Metrocom. We have Global IP Exchange (GIPX) in Singapore and recently opened a Tier 3 2100 sq ft Data Centre Suite. We also have new Network-to-Network Interface (NNI) capability and coverage in Laos, Cambodia and Myanmar as well as new GPoPs in Manila, Hanoi, Bangkok and Penang. We have some key accreditations in the industry – including Avaya Platinum and Cisco Gold partnership regionally and Microsoft Gold globally. We are recognised by Gartner as the clear leader in both the Global and also just won Best Managed Services Provider at the Telecom Asia Awards for the 4th year running and Best International Wholesale Carrier for 2014. We are committed to improving lives and have been supporting The Tabitha Foundation over the past 6 years by funding and building houses, wells and providing livestock for the underprivileged in rural Cambodia.

ALL TPOs of various affiliated institutions running the undergraduate programmes are requested to compile the data of interested students as per the format and send the same to CCGPC through email ccgpc.ggsipu@gmail.com latest within 17th Feb. 2015.


(Prof. A.K.Saini)

Convenor

Please upload onto Website.