

Greetings from Mount Zion College of Engineering, Kadammanitta.

We are conducting a campus recruitment of **Sutherland Global services** for **2014 passed out** students in our campus on **21st November 2014**.

Venue: Mount Zion College of Engineering, Kadammanitta, Pathanamthitta.

Date & Time : 21st November 2014 , Friday 9 A.M

Eligibility: B.Tech(all) / Any Degree / Any Diploma of 2014 passed out (Max 5 Backlogs can attend who are not having examinations for the coming semester)

Looking for the following positions and the skill sets indicated alongside:

a) Technical Support Consultants (Voice/Non - Voice)-Fresher / Tenured Engineers / Graduates / Three year Diploma Holders with knowledge in Hardware

Fundamentals, Operating Systems and Networking; an aptitude for troubleshooting of Desktops / Palmtops / Laptops.

Description

- Responsible for answering customer calls regarding technical issues and abide by the prescribed norms
- Removal of virus
- Installation of windows & MAC
- Configuration of computer peripherals
- Candidate with a flair for computer troubleshooting and an aptitude for Customer Support
- Operating Systems; Windows 9x, 2K, XP
- Basic Hardware & Networking knowledge

b) Customer Service Consultants (Voice/Non - Voice) - Fresher /Tenured

Description

- Involves resolving customer queries

- Involves updating customers on latest information on a product or service
- Should be patient enough to handle any kind of customer queries.

Requirements

- Any Graduate/ 10+2+3 Certificate Holder (Fresher)
- Any Graduate / Under graduate holding minimum of 6 months of International BPO experience. (Tenured)
- Willing to work US shifts (Rotational)
- Excellent oral and written communication skills (English)
- Keyboarding Skill (WPM – 30) Accuracy (85%)
- Must be able to join immediately- work location would be Cochin
- Prior experience with an international BPO would be an added advantage.
- Willing to relocate to Cochin, if a non-Keralite

Communication Skills:

- Verbal: Fluent in English
- Written: Good written skills in English.
- An aptitude for customer service and Computer troubleshooting

Terms and Conditions:

- Must be able to join immediately as the requirement is urgent.
- Should be willing to work night shifts (shifts starting between 5:30 PM to 11 PM and extending to 9 hours, Rotational)
- Free cab facility with door pick up and drop for all night shifts
- Location: Cochin

*Salary

- Technical Support Consultants (Voice) - 1.62/A
- Customer Service Consultants (Voice) – 1.62/A

Kindly send the list of interested candidates to mzcplacements@gmail.com as early as possible. There is no registration fees for the drive. College Buses are available from all near by towns

Thiruvalla,Chengannur,Adoor,Pathanamthitta,Mavelikkara,Kottarakkara,Ma
Ilappally,Konni,Ranni....For any queries pls call 9048625504