

ICT Academy in association with Tech Mahindra (Business Process Services) is organizing for a virtual placement drive. The details of the same is given below.

Designation: Customer Support Associate (CSA).

Job Profile: Have to resolute customer's query Voice Call.

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Basic Criteria:

- Any Graduation
- Fresher & Experience both can apply
- Good verbal communication skill in English & Hindi without major MTI
- must have Laptop/Desktop enabled with windows 10 and connected through Broadband/Wi-Fi
- Customer orientation.
- Ready to work in 24/7 Shifts
- No planned leave for upcoming 3 month after joining
- 9 hour of the day, 8 hrs. Work and 1 hour break
- should have a typing speed of 25WPM with 90% accuracy

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Interview Structure:

- HR round - General Check - Telephonic
- OPS round – Communication and Other fitment Check – Telephonic

- Client Round - Communication and Other fitment Check – Telephonic

Payouts :

- Training Duration – 30 to 40 days. Stipend amount of INR 300/Day will be payable within max 15 days of successful completion of training
- Contractual Period – will be valid till 31st Dec'20 will be under
- Permanent Employment – Subject to requirement & Performance can be moved to Permanent employment after 31st Dec'20
- **Salary for Fresher – 1.70 LPA, including 100% of incentive 12.7 K/Month. (Incentive can be earn up to 200%)**
- Salary for 1 Year of documented BPO experience – 2.10 LPA, including 100% incentive 15.7 K/Month (Incentive can be earn up to 200%)

Documents Required:

- Education Mark sheet
- Aadhaar Card
- Pan Card
- Offer Letter, Last 3 Salary Slip, Bank Statement, Experience Letter