



Kelvin Institute of Technology

(Affiliated to Uttarakhand Technical University)

Standard for Education

Invitation for Pool Campus Placement Drive

Placement Drive Venue:

Kelvin Institute of Technology
Chakrata Road,
Opp. Balaji Dham
P.O. Jhajra,
Dehradun-248007

Event Date: 20 June, 2014

Time of Event: 9 A.M. Onwards

Format: Walk-IN

Event Co-ordinator

Priyanka Gautam
07895860777, 8899352255
institutekelvin@gmail.com

Dear Sir/Mam,

Kelvin Institute of Technology, Dehradun is glad to send you this formal letter of invitation to be a part of Pool Campus Placement Drive for a Multinational Company, on 20th.June.2014.

For your consideration, following are the details of the company and placement drive requirements. Candidate must carry an Identification proof, College I Card are also acceptable.

Name of the Company : Mphasis



Mphasis is a leading IT solutions provider, offering Applications, Business Process Outsourcing (BPO) and Infrastructure services globally through a combination of technology knowhow, domain and process expertise. Mphasis is an ISO 9001:2008, ISO/IEC 27001:2005 (formerly known as ISO 17799) certified, and CMMI v 1.3 Level 5 assessed company. They also provide SEI CMMI, ISO and Six Sigma related services support.

Job Description

Description: Customer Support Officer

Customer Support Officer Job Purpose: Maintains customer relationship by responding to inquiries; documenting actions.

Customer Support Officer Job Duties:

- Prepares for customer inquiries by studying products, services, and customer service processes.
- Responds to customer inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and forwarding information; verifying customer's understanding of information and answer.
- Records customer inquiries by documenting inquiry and response in customers' accounts.
- Improves quality service by recommending improved processes; identifying new product and service applications.
- Updates job knowledge by participating in educational opportunities.
- Accomplishes customer service and organization mission by completing related results as needed.

Skills/Qualifications:

Product Knowledge, Informing Others, Data Entry Skills, Organization, Analyzing Information , Verbal Communication, Reporting Skills, Managing Processes, Customer Focus, General Consulting Skills, Multi-tasking

Other information

Job involves working in rotational shifts.

Job Locations: *Noida, Pune*

Education Qualification – *Graduate & Post Graduate & Diploma holders*

Age: 20-35yrs

Note: For Pune Location 12 pass with one year experience, Graduates, PG, Diploma but NO BE/B.Tech.

Salary Package: Rs. 2,25,000 Lac

Note -- Technical graduates can appear who have marks below 70% and (very imp)with good English speaking abilities

Thanking you in anticipation

For Kelvin Institute of Technology
Priyanka Gautam
Placement Coordinator