

Shikshapeeth College of Management and Technology
16, Bindra Market, Near Police Station, Tilak Nagar, New Delhi - 110018

No: SCMT/TPC/2024/ 487

Date: 26/3/2024

NOTICE (CI-2021)

Final Placement BBA/BCA (Session 2021-24)

Only for those candidate who had submitted the consent form

This is to inform you that below mentioned interviews are lined up for **Final Placement for session 2021-24**.

Interested students should share their details on below mentioned mobile number as **what's up message/text message**, latest by **27/03/2024 (Wednesday) till 5:00 p.m.** Post this, no more names will be entertained.

Contact Person – Mr. Gaurav Nagar (TPC) - 7011604561

Job Description (Please read the details carefully):-

Job Offer No. 5

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|----------------------|---|
| Company Name | British Telecom |
| Brief About Company | We're one of the world's leading communications services companies. The solutions we sell are integral to modern life. Our purpose is as simple as it is ambitious: we connect for good. There are no limits to what people can do when they connect. And as technology changes our world, connections are becoming even more important to everyday life. |
| Website | About BT Group BT Plc (https://www.bt.com) |
| Job Location | Gurgaon (Work from Office) |
| Job Profile | Trainee Associate |
| Eligibility Criteria | 6 th Sem appearing & Fluency in Verbal and Written English Communication |
| Salary + Benefits | Rs 19,184/- per month (Door to door pick up/drop facility within 50 km of service zone) |
| Benefits | Insurance coverage up to 6 lacs |
| Working Days | 5 days in week (Rotational Shift) |
| Job Description | <ul style="list-style-type: none">To take chats & handle back office work promptly within agreed timescales and in line with agreed process and procedures. |

Gaurav
26/3/24

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| | <ul style="list-style-type: none"> • To ensure prompt and accurate information being provided with appropriate resolution • To achieve operational targets as defined by for the process • To maintain queue levels to agreed SLA targets levels • To achieve and maintain a good knowledge/capability of BT systems. • When dealing with customers aspire to deliver an excellent customer experience via. Chats or back office. • 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 Digital Care teams • To complete/participate in ad-hoc projects to drive efficiencies and improvements in the process • 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 Digital Care Community • Adhere to relevant shift patterns and break schedules • Take responsibility for personal development and drive own performance |
| Interview Process | <p>1 – AMCAT test</p> <p>2- SVAR Test</p> <p>3- Face To face Interview</p> |
| Process Date | <p>1- Test on 1/4/2024 at College Campus</p> <p>2- Interview on 2/4/2024 at College Campus</p> |

Gaurav
26/3/24

Gaurav Nagar
(Incharge-Training and Placement Cell)
Mobile Number - **7011604561**