



**Guru Gobind Singh Indraprastha University**  
“A State University established by the Govt. Of NCT Delhi”  
Sector 16-C, Dwarka, New Delhi – 110078



F. No.: GGSIPU/CCGPC/2023/ 562

17<sup>th</sup> May 2023

**Sub. Placement opportunity for students of GGSIP University of the batch passed out in year 2019 to 2022 in the company “WIPRO Limited”**

Dear Placement Officer,

Greetings from CCGPC, GGSIPU!!!

Please find below details of Placement opportunity for students of GGSIP University of the batch passed out in year 2019 to 2022 in the company “WIPRO Limited” for your reference and circulation to students to apply on given link by **19<sup>th</sup> May 2023**:

**Registration Link – <https://forms.gle/rvqyXjHpZKK1Cwc46>**

**NIIT LTD is hiring on behalf of Wipro Ltd** for Customer Experience Role. There shall be no training fees whatsoever payable by the candidate. Candidate shall get stipend during the training period. Please go through the Job description below:

**Designation:** Customer Care Specialist (US process)

**Job Location-** Gurugram, Work from Office only

**Graduation Year –** 2019-2022

**Salary range –** INR 3.08 Lacs – 3.5 Lacs

**Roles and Responsibilities of a Customer Care Specialist:**

- Customer Service through calls
- Ensure timely and accurate service delivery at defined productivity levels
- Build client & domain knowledge to be able to deliver a resolution on the first conversation
- Ensure adherence to Client Service Level Agreements(SLAs) like Customer Satisfaction, Service Level, Handle Time & Customer Effort
- Maintain Internal Service Attendance & Accountability policies
- Execute issue /query & Client level delivery quality on calls
- Adhere to Customer resolution and ensure proper documentation & follow-up
- Identify, share and support operational improvements

**Eligibility:**

- Graduates in B.Com, B.A, BCA, BBA, BHM, (Except Eco Hons)
- **B.Tech. with min 6 months of experience is required in BPO/KPO**
- **Regular MBA with min 6 months of experience is required in BPO/KPO**
- Age upto 31 years
- Gap should not be more than 4 years after graduation
- Candidates who are currently located in Delhi NCR/Gurgaon are only eligible

**Work Experience:**

- Freshers and Experienced- 0-29 months
- Excellent communication skills- Written and Verbal
- Should be willing to work in night shifts (shift will start from 5.30 pm goes up to 5am with Saturday Sunday fixed off- 9.5-hour shift with 8.5-hour login)
- Proficient in computer usage and Basic knowledge of MSOffice/ Excel

**What Wipro offers:**

- Defined career roadmap which offers growth opportunities
- Performance-based incentive program (Depends on Process/Client Alignment)
- Investment in talent development and skills enhancement
- Work-life balance with a 5-day workweek
- Collaborative environment with best-in-class professionals
- Focus on colleague engagement and fun at work

LAST DATE FOR REGISTRATION IS 19<sup>th</sup> May 2023.



**(Ms. Nisha Singh)**  
Training and Placement Officer,  
CCGPC, GGSIP University