Visiting Company	**IBM INDIA LTD.,**
Job Role & Functional Area	**Technical Associate (Infrastructure Support Delivery)**
Recruitment Type	Pooled Campus placement Drive
Date & Time	**03rd May, 2019 (Friday) by 08:30am SHARP**
Venue	Seminar Hall, St.PETERS ENGINEERING COLLEGE, NEAR KOMPALLY, HYDERABAD
Salary	**2.5 to 3.0 LAKHS PER ANNUM (EXACT TAKE HOME SALARY WILL BE ANNOUNCED BY HR AT PRE-PLACEMENT TALK)** **Base Salary of 2, 50,000/- lAKHS PER ANNUM (Basic CTC)**
Work Location	Hyderabad
Eligibility Criteria	• B.Tech – **All Branches** with 50% percentage without backlogs **Candidate should not have any backlogs in order to qualify for interview and selection process** • **Flexible to work in night shifts**
Selection Process	1. Initial screening and assessment of communication skills (In Person) 2. Voice & Accent assessment (Telephonic or In-Person) 3. Technical Interview (Telephonic or In-Person)
Skills Required	• Excellent Logocal & Communication skills. • Flexibility to work for 24*7 shifts.
Documents to be carried **About AMAZON**	1. Resume 2. Education all year mark sheets for the highest degree attained / pursuing 3. Education degree certificate (if course is completed) 4. Government issued photo ID card 5. If currently employed: Offer letter or Latest revision Letter and last 3 months salary slips 6. Valid Indian work permit (if applicable) **Company Profile** **About IBM:** IBM has been present in India since 1992. IBM India's solutions and services span all major industries including financial services, healthcare, government, automotive, telecommunications and education, among others. As a trusted partner with wide-ranging service capabilities, IBM helps clients transform and succeed in challenging circumstances. The diversity and breadth of the entire IBM portfolio of research, consulting, solutions, services, systems and software, uniquely distinguishes IBM India from other companies in the industry. IBM has been expanding its footprint in India - and has a presence in over 200 cities and towns across the country - either directly or through its strong business partner network. IBM India has clearly established itself as one of the leaders in the Indian Information Technology (IT) Industry - and continues to transform itself to align with global markets and geographies to grow this leadership position. Widely recognized as an employer of choice, IBM holds numerous awards for its industry-leading employment practices and policies.

About the Business Unit we are hiring for: Strategic Outsourcing:
SO brings together all of IBM's worldwide service delivery capabilities for Strategic Outsourcing with strong local and regional management teams supported by a set of key global competencies including Security, Asset & Risk Management (SARM), End User Support (EUS) and Server Systems Operations (SSO). We are currently hiring for the Mobility & Client Care Services - Service desk support unit.

About the Job:
Providing Support to IBM Internal End Users and External Commercial Account End Users across North America, EMEA & AP. The job will require you to handle inbound calls / emails / chats regarding technical issues for end users.
• Remote Infrastructure support delivery
• Perform problem cause analysis
• Resolve routine customer problem
• Ability to Identify Opportunity & Implement Process Improvements
• Ability to meet a set of defined account agent productivity measurements
Mandatory Skills
• Strong computer skills
• Excellent customer service orientation
• Neutral accent
Additional Information:
• Working in shifts is a mandate. Candidates applying and selected for the job will be expected to work in shifts - including evening, night and graveyard shifts. Project works 24x7 in various shifts and can vary depending on geographies supported
• Candidate should not have any backlogs in order to qualify for interview and selection process

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P. Kiran Kumar
Director - Corporate Relations

Mobile: + 91 90008 35557
Mobile: + 81 70133 48490
E-Mail: directorcr@smec.ac.in
Email Id: kirankumar977@gmail.com

St.Martin's Engineering College
Sy. No.98 & 100,Dulapally Road, Dhulapally,
Near Kompally,
Secunderabad-500100
Telangana, India.

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www.smec.ac.in