

WE ARE HIRING

ACCELERATE YOUR CAREER GROWTH with a **Leading Global Outsourcer** and a **Technology Company**

Etech Global Services is a privately owned multinational contact center with its head office located in Nacogdoches, Texas. The company provides services such as Customer Acquisition, Customer Support, Help Desk, Inbound, Outbound, Live Chat, Social Media and Quality Assurance. As part of the quality assurance services, the company provides business intelligence and market intelligence information through the data and analytic assessments.

Etech Global Services provides fully customizable solutions that suit the business needs of the world's most trusted brands. Technology is an integral and essential part of any business or organization. Etech, as a provider of customer-oriented solutions, helps interface technology and processes for a great customer experience.

Etech Technology Solutions (ETS), a team of experienced business analysts, designers, developers, and quality assurance engineers, delivers innovative software solutions in the most secure environment, empowering organizations to focus on their core competencies. Etech technology services and product development division has provided solutions to customers throughout the US, UK, Australia, and India. We are a Tier One preferred provider for Fortune 500 companies.

With over 2500 strong workforce working at our 8 global centers spread across US, Jamaica, and India and rapidly expanding its operations. Etech offers a wide assortment of Business Process Solutions including Customer Interaction and Quality Assurance services, IT Services, Development and Value-added services.

Why Join Etech: People-first culture and commitment to continuous growth and learning, Etech offers an exciting range of career opportunities and success. Firmly committed to the recruitment and employment of diversely talented individuals Etech believes in diversity and delivers world-class experiences for clients – and a rewarding and challenging career opportunity for its employees.

We are hiring for the position of "Trainee Business Analyst/Business Analyst (IT)"

We are hiring for one of the topmost SaaS based reputed clients based at US which is associated with Etech.

What is the client software?

The client product is a SaaS (Software as a Service) platform to help companies learn about their customers' feedback about their products and services. This domain is called CEM (Customer Experience Management).

Job Description:

As an analyst, you will first learn a lot about the client platform and how to configure/create a solution for its customers through extensive product training. After that you will work with client project managers and other team members to build and support our product implementations for large companies. You will utilize your knowledge of technology to think of creative solutions on the client platform.

The Role: As an Analyst you will be assigned to multiple projects depending on our need, your interests, and expertise. The projects can vary from assisting your team in implementing, maintaining and testing our software for new customers to managing customer accounts post launch.

Few of our Recent Awards & Recognitions:



Responsibilities:

Product Implementation:

- Work with senior team members to carry out customer implementations and program enhancements.
- Participate in the implementation design, setup, and review processes
- Identify improvements to our feedback products and processes
- Utilize Client software knowledge for testing customized software solutions

Client Management:

- Build long-standing customer relationships by improving customer feedback programs
- Provide support to client meetings by leveraging in-depth Client system capabilities
- Work with client teams in resolving technical/system related inquiries
- Provide quality assurance support when providing features to clients
- Provide client support when analyzing large sets of data

Skills Expectation:

- Excellent analytical skills (including Microsoft Excel) and attention to detail
- Strong written, oral communication and presentation skills
- Knowledge of JavaScript, HTML, CSS, and XML. GUI would be an added advantage

Preferred Candidates: Experience in management consulting, IT consulting, market research, and/or enterprise software client management either in college or at work to facilitate teamwork in remote setting will be preferred.

Job Location: Initially WFH, once the pandemic situation stabilized then at Gandhinagar, Gujarat.

Number of vacancies: Open (However, please note that any hiring will strictly depend on the quality of the candidates fulfilling our recruitment parameters)

Tentative Duration of Training Period: 01 month & 06 months probationary period during which we'll not be able to provide any leaves to the candidates.

CTC/Salary: INR 2.00 - 5.00 LPA per annum. Salary not a constraint for a right candidate.

Other benefits during training/probation period: Food Allowance, Transport Allowance, Campaign Allowance and Internet Allowance.

Educational Qualification: B.E. / B.Tech. / M.E. / M.Tech (CS, IT), BCA & MCA – 2020 passed out batch & 2021 passing out batch.

Cut Off Criteria: 55% & above in academics.

Gender: Male/Female.

Service Agreement: Not Applicable.

Joining: Immediate (Tentatively from Jul/Aug 2021).

Please note that any candidate applying or selected are not supposed to pay any amount/fees (in any form) to the company or our recruitment partners or any parties concerned at any stage (before, during or after) the recruitment process or joining.

Recruitment event organized & coordinated by NextGen Ventures.