



# BIJU PATNAIK UNIVERSITY OF TECHNOLOGY, ODISHA ROURKELA

No. BPUT/V/P&IT/013 /2024/1892  
Date: 16/03/2024

## NOTICE

### Campus Recruitment for CIS-SD by Capgemini

(Kind attention of the Principals/Students of 2023 Graduate/Diploma engineering colleges under BPUT)

In reference to the above cited subject, this is to inform that **Capgemini** has extended the campus recruitment opportunity for the **2023 Graduate/Diploma Female students of 2023** batch from BPUT, Odisha and its affiliated and constituent colleges.

**Capgemini** is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. Capgemini in India comprises over 150,000+ team members working across 13 locations. Our +50-year growth story is built upon the workforce of the future, and we enable our talent to excel in their careers by focusing on continuous learning and up-skilling.

#### **Position Overview:**

CSG is Capgemini's Cloud & Infra Services' (CIS) first line of defense managing IT infrastructure incidents and service requests via Business Intelligence Approach using legacy (email and voice) and digital contact channels (chat, SSP, BOTs, etc.). CSG works in cohesion to offer optimized, proactive, predictive and user centric IT support solutions for Capgemini's CIS division global customer base.

#### **Responsibilities:**

- Provide best-in-class customer service/problem resolution and technical troubleshooting to customer queries over the voice-based phone service and other contact channels and should be willing to multi-task across different channels of support.
- i. **Ticket Management** – Prioritize the urgency of the ticket, right categorization based on issues of the ticket, track status of the ticket (On-hold, Open, closed & resolved), Keep customers informed on status etc.
- ii. **Business intelligence** – use ticket data and analysis, tools and use best practices in the account to support customer.
- iii. **Service Delivery** – It's our service to the customer and delivering what is expected.
- iv. **Customer Management** – How effectively you are interaction starting from Greeting to resolution and call closure is what is expected
- v. **CHIP** – Our intelligent AI BOT which help to answer customer query saving SD & customers time and effort on issue resolution. Also helps in making customer's experience better.
- vi. **Service email retrieve** – How effective are we in handling email as a contact channel and minimize hops between SD and the customer.
- vii. **Knowledge Management** – How effectively we manage the Knowledge base to resolve customer issues.
- viii. **Service Marketing** – Increase customer brand by bringing and here its Capgemini where we talk about tools where increase usage can help the customer.
- Support customers across Telecommunication, Financial Services, Healthcare and Technology vertical/industries.
- Troubleshoot customer issues related to internet - troubleshooting, Password reset/session reset/renaming profile.
- Meet customer requirements through first contact resolution (Resolve an issue in the first contact itself).
- Clarify customer requirements.

- Probe for and confirm understanding of requirements or problem.
- Greet customers in a courteous, friendly, and professional manner using agreed upon procedures.
- Listen attentively to customer needs and concerns; demonstrate empathy.

**Desired Skills:**

- Should have excellent communication and English speaking skills.
- Should have good interpersonal skills and ability to perform under pressure.
- Basic computing skills.
- Willing to work in a 24/7 environment.
- Candidates must be open to relocate to any location and work in night shifts.

**Qualifications & Eligibility Criteria:**

- Candidates must have completed any 3-year diploma / graduation in 2023 only.
- These positions and drive is open for WOMEN candidates only.
- The candidate should be a pass out of 2023 batch.
- Candidate should not have any active backlogs during the process or at the time of joining.
- Exposure to any Engineering Software Tool.
- Exposed to Manufacturing processes, Industry Visits, Trainings, etc..
- Hands-on exposure to prototyping would be good to have.
- Knowledge of Engineering Basics and their applications.
- Adequate knowledge of reading schematics and data sheets for components.

**Note:**


- This drive and these positions are currently open for Women Candidates only.
- Only shortlisted candidates will be invited for the assessment / selection process.
- Selection process will be done in virtual mode.
- Candidates will be responsible for arranging required infrastructure for appearing for the selection process which will be conducted online.

**Job Location – Kolkata**

**Application Deadline: 25 March 2024 11:59 PM**

Link to apply online:

<https://app.joinsuperset.com/join/#/signup/student/jobprofiles/af5fcf4f-c8a5-4aab-8a06-b7018241f0a6>

  
16.03.24  
Dr. Sujit Kumar Dash  
DIRECTOR, (P&IT)  
Placement & Industrial Training

Memo No: 1893 Date: 16/03/2024

Copy forwarded for information & necessary action to:

1. OSD to Vice Chancellor, BPUT, Odisha, Rourkela for kind information of Hon'ble Vice Chancellor.
2. Registrar, BPUT, Rourkela
3. Finance Officer, BPUT, Odisha, Rourkela
4. Director, Examination / Director (P & IT) / Director I/C (CAPGS), BPUT, Odisha
5. All Principal(s) / Director(s) of all Affiliated Engineering colleges of BPUT, Odisha
6. Information Officer, BPUT, Odisha, Rourkela with request for Web Circulation

Hd. Qrs.: BPUT Campus, Chhend, Rourkela - 769015, Ph.: (0661) 2482556, 558, 559, 560,

Fax.: (0661)2482562