

**GOVT. OF WEST BENGAL**  
**GOENKACOLLEGE OF COMMERCE & BUSINESS ADMINISTRATION**  
**210, B.B. GANGULY STREET, KOLKATA-700 012**

O. C. No. 93

Date: 09.07.2024

This is of information for all students of B. Com (H) -final semester students that a firm, Crack-ED, a new business vertical of Ginnarsoft Private Limited which is the parent company of Car Dekho will be recruiting people for Wipro. The job profile is given below for your convenience:

Company	Role	Salary	ELIGIBILITY	Locations	Job Type
Wipro	Customer Care Specialist (US process)	3.08 - 3.5 LPA	Undergraduates/ pursuing graduation, (result awaited candidates are eligible with no back-logs) and <b>Graduates in B. Com, B.A, BCA, BBA, BHM, BSc &amp; BSc IT, (Except Stats, Math's Hons &amp; Eco Hons) &amp; Mcom, MA, MBA</b> with min 6 months of similar experience is required in BPO/KPO (Except MCA and MSC)	Gurugram, Haryana	Work from Office only

**ADDITIONAL DETAILS:**

- 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

The students are also requested to fill in the following Registration form:

<https://forms.gle/FjqBRo74CwLMppSF6>

The students are also requested to fill in the following G-form:

<https://forms.gle/pcpVpkVqwpBt3p719>

Last date of registration: 10.07.2024 by 8:00 p.m.

Company website: <http://www.crack-ed.com/>

The entire SELECTION PROCESS WILL BE VIRTUAL & after the shortlisting process, there will be a 30 days training program by NIIT (15 days virtual and 15 days onsite at Gurgaon office) for shortlisted candidates.

The Job Description is given at the end for your reference. The candidates are requested to read this document carefully and if they are interested, they can apply to avail of this job opportunity.



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

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

**Salary range- 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, BSc & BSc IT, (Except Stats, Math's Hons & EcoHons)
  - **M.Com, MA with min 6 months of similar experience is required in BPO/KPO** (Except MCA and MSC)
  - Age up to 31 years
  - Gap should not be more than 4 years after graduation

**Undergraduates/ pursuing graduation, (result awaited candidates are eligible with noback-logs)**

- Candidates who are currently located in Delhi NCR/Gurgaon are eligible and also the relocation candidates are 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 Client 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



Principal

Goenka College of Commerce & Business Administration