



**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/ 670

25<sup>th</sup> July 2023

**Sub. Placement opportunity for students of GGS IP University of the batch passing out in year 2023 in the company “Wipro HR Services Private Limited”.**

Dear Placement Officer,

Greetings from CCGPC, GGSIPU!!!

Please find below details of Placement opportunity for students of GGS IP University of the batch passing out in year 2023 in the company “Wipro HR Services Private Limited” for your reference and circulation to students to apply on given link by **27<sup>th</sup> July 2023, 2:00 PM:**

**Registration Link** – <https://forms.gle/ngazfjA5wGgwrvjL8>

**Name of Company:** Wipro HR Services Private Limited

**Role:** Customer Service Representative into Business to Business Human Resource Outsourcing Domain.

**Number of vacancies:** 100-200

**Eligibility:** BA, B.Com, BBA, BJMC, BVOC and other 3 year - degree courses except Eco Hons, of the pass batches of 2020, 2021, 2022, 2023. MBAs can also be considered but they must have at least 6 months of relevant experience.

**Annual Package CTC:** 3.08 LPA

**For exp:** up to 3.74 LPA

**Benefits:** Both sides transport provided by the organization

**Location** – Gurgaon & Noida

**JD attached for more information.**

LAST DATE FOR REGISTRATION IS **27<sup>th</sup> July 2023.**

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

Wipro Limited (NYSE: WIT, BSE: 507685, NSE: WIPRO) is a leading global information technology, consulting and business process services company. We harness the power of cognitive computing, hyper-automation, robotics, cloud, analytics and emerging technologies to help our clients adapt to the digital world and make them successful. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, we have a dedicated workforce of over 170,000, serving clients across six continents. Together, we discover ideas and connect the dots to build a better and a bold new future.

**Wipro HR Services India Pvt Ltd. is looking for a Customer Service Representative We are looking for smart professionals with a great attitude to make every single client interaction delightful.**

#### **Your Impact as a Customer Service Representative**

- Customer Service through calls, Chats & emails
- 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 & Client level delivery quality on calls, chats & email conversations
- Adhere to Customer Service Attendance & Accountability policies
- Execute issue /query resolution and ensure proper documentation & follow-up
- Identify, share and support operational improvement

#### **Education**

**•Graduates in B.Com, B.A,BCA, BBA,BHM, BSc & BSc IT (Except Stats, Maths Hons & Eco Hons)•Full time MBA, BE, and B-tech graduates with minimum 6 months of BPO experience**

#### **You bring knowledge & expertise Required Experience**

- Experience 0-2 yrs.
- Excellent communication skills
- Should be flexible to work in rotational shifts
- Proficient in computer usage and Basic knowledge on MS Office
- Defined career roadmap which offers growth opportunities•Performance based incentive program\*\*
- Investment in talent development and skills enhancement•Work life balance with 5 day work week
- Collaborative environment with best in class professionals•Focus on colleague engagement and fun@work
- Depends on Process/Client alignmentLOCATION –GURGAON & NOIDA