



**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/2024/ 1042

18<sup>th</sup> June 2024

**Sub. Placement opportunity for BBA, B.Com, BCA or MCA students of GGSIP University of the batch passing out in 2024 in the company “Acefone”**

Dear Placement Officer,

Greetings from CCGPC, GGSIPU!!!

Please find below details of Placement opportunity for BBA, B.Com, BCA or MCA students of GGSIP University of the batch passing out in 2024 in the company “Acefone” for your reference and circulation to students to apply on given link by **19<sup>th</sup> June 2024, 4:00 PM:**

**Registration Link – <https://forms.gle/6TCH7Vo2htGuYfKS9>**

**Name of Company –** Acefone

**Role –** Customer Support Executive role.

**NOTE- Only Male students are preferred.**

S.No	Profile	Cost To Company (CTC)	Shift timing	Eligibility Criteria	Employment Type
1	Customer Support Executive	25,000 fixed including PF + 5,000 variable + Retirals	Rotational	BBA/ B.Com/ BCA/ MCA of 2024 passing out batch	Full Time

**Selection:**

The selection process contains the following stages, and each stage has significant weightage and combinedly impact the selection of the students.

1. Group Discussion
2. IQ Test
3. Performance during Interview (**Face to Face Round Compulsory**)

Please find attached JD for more information.

**LAST DATE FOR REGISTRATION IS 19<sup>th</sup> June 2024, 4:00 PM.**

**(Dr. Nisha Singh)**  
Training and Placement Officer  
CCGPC, GGS IP University



## JOB DESCRIPTION - CUSTOMER SUPPORT EXECUTIVE

We are looking for Customer Support Executive - who will be responsible for delegating daily tasks to his team, review daily priorities and answer team's queries.

<b>Position Name</b>	<b>Business Unit &amp; Cost Centre</b>	<b>Professional Experience</b>
Customer Support Executive	Cloud Telephony & Technical Support	Fresher
<b>Job Location</b>	<b>Reporting To</b>	<b>Education</b>
Gurugram, Haryana	TL/ ATL – Cloud Telephony	BBA/ B.Com/ B.Sc/ BCA

### Key Functional Responsibilities

- Handling client queries via various channels such as calls, chats or tickets.
- Provide accurate and timely responses to ensure positive customer experience.
- Develop a strong understanding of the product or services & stay up to date with new features to ensure accurate information is provided to the customers.
- Maintain CSAT by always providing exceptional customer service.
- Documenting customer interactions, inquiries & resolution in the customer support management system.
- Proactively identify the areas for improvement in customer support processes or workflows.
- Meet individual performance matrix such as response time, resolution time, customer satisfaction ratings, and other KPIs.
- Collaborate with cross-functional teams such as L1 technical support, billing and network operations to resolve customer issues that requires their expertise.
- Willing to work in rotational shifts, including weekends and holidays, as customer support process may require 24/7 coverage to cater to customers across different time zones.



## Skill Requirement

- Excellent customer service skills with a customer-centric approach. Ability to communicate professionally, empathetically, and effectively with customers, both verbally and in writing.
- Ability to work independently and collaboratively in a fast-paced, dynamic environment.
- Strong verbal and written communication skills to convey technical concepts and resolutions to customers with varying technical backgrounds. Ability to explain complex technical concepts in a clear and concise manner.
- Ability to handle multiple tasks, to prioritize those tasks and meet deadlines.
- Proficiency in using support ticketing systems, CRM software, and other relevant tools.
- Flexibility and adaptability to work in a fast-paced, dynamic environment with shifting priorities and evolving technologies.

## Additional Skills

- Highly energetic and self-motivated
- Flexible in working in shifts.

## COMPANY INTRODUCTION

Established in 2017, our start-up was initially funded and incubated by Real Time Data Services (RTDS), a 15+ years old and renowned global Information technology consulting and solution provider that partners with clients to simplify, strengthen and transform their businesses using cloud technology through its brands [acecloudhosting.com](https://www.acecloudhosting.com) and [therealpbx.com](https://www.therealpbx.com). Since then, we haven't looked back, and today, in 2019, we are thriving as an independent business entity with a large customer base spread across India. We are a group of tech enthusiasts who work with the vision to reinvent communication solutions and virtualise the world's telecommunication infrastructure through products like programmable voice, IVRS, call broadcasting and hosted PBX. Since our inception in 2017, our workforce has grown to a strength of 50+ passionate, dynamic and focused individuals working constantly towards business growth of our customers by making their business more convenient, yielding and highly efficient. Through our solutions, we have successfully empowered communication system of more than 1500+ customers, including Uber, SAP, Cipla, Cars24, Radio City, Godrej, Manyavar, Honda, Michelin and OLA.

## ABOUT REALTIME DATA SERVICES

Operating for over a decade and headquartered in the tech city, Gurugram, Real Time Data Services Pvt Ltd. is a group of companies thriving in the domain of global information technology by serving clients in the field of Cloud Computing, Telecommunications and Unified Communication as a Service (UCaaS). RTDS group consists of reputed businesses competing in the Indian, UK, and US markets, including Acefone (<https://www.acefone.com>) and Servetel (<https://www.servetel.in>), which are cloud communication providers; and Ace Cloud Hosting (<https://www.acecloudhosting.com>), which is a cloud hosting service. Our global tier-1 network, and range of integrated data centres empower us to provide flawless services to global customers.



spread across the world via Managed Hosting Services, Managed Storage and Back Up, Managed Database and Co-location. Our expertise in cloud computing, cloud telephony & other IT services allows us to deliver solutions that simplify the business and enhance their performance. Official Website: <https://www.myrealddata.in/>

## **Our offered solutions**

- Accounting and business applications on the cloud
- Server virtualization and consolidation solutions for building private clouds.
- Cloud-based communication services to connect within organizations.
- Provide a lean, scalable, bespoke, and cost-effective telecommunication service to help businesses expand their businesses.

We believe strongly that the space between Next and Now is “How”. How we ensure we are one step ahead of what the businesses need is by exploring and creating new frontiers. 4 Converting technology trends into advantages for our clients is our forte and with our offerings we help enable our clients- business in their pursuit of “Next”.

## **Credentials**

- More than 6,000 Clients globally
- Technology Partners of TATA to launch hosted Contact Centre Services
- Microsoft Direct Partner under the CSP Program
- Intuit authorized Commercial Hosting Provider
- Registered NASSCOM, Internet Telephony Services Providers’ Association in UK
- User Favourite Award by Accountex USA in 2016, ‘Great User Experience Award’ by Finances Online in 2018, K2 Quality Award for Customer Satisfaction in 2019, VMware Accelerating Cloud Provider Partner Award 2020
- 8 Data centres located across USA.

## **What’s in it for you? / Why work for us?**

- Work in an autonomous, agile, and dynamic environment.
- Performance driven, rewarding and respectful work culture.
- Ample opportunities to learn and grow.