



Amar Baban HSMS ,SRHU <amarbaban@srhu.edu.in>

Fwd: Campus Connect Opportunity - TTEC, Ahmedabad

1 message

Placements SRHU <placements@srhu.edu.in>

Fri, Nov 29, 2024 at 10:49 AM

To: doe@srhu.edu.in

Cc: "Vikas Chamoli Placement Cell, SRHU" <vikaschamoli@srhu.edu.in>

Dear Sir,
Greetings !

Please find the trail mail of TTEC Holding for your reference.

Thanks & Regards,
Sandeep Nautiyal
Mob: 7252072872

Swami Rama Himalayan University, Dehradun
(NAAC A+ Grade accredited)



NAAC A+

www.srhu.edu.in

----- Forwarded message -----

From: **Bhagat, Rutuja** <rutuja.bhagat@ttec.com>

Date: Thu, Nov 28, 2024 at 1:21 PM

Subject: RE: Campus Connect Opportunity - TTEC, Ahmedabad

To: Placements SRHU <placements@srhu.edu.in>, Shaikh, Vaquar Anwar <vaquar.shaikh@ttec.com>

Cc: Vikas Chamoli Placement Cell, SRHU <vikaschamoli@srhu.edu.in>

Hi Sandeep Sir,

Unfortunately, none of the registered students were able to clear the final interaction.

We truly appreciate your support throughout the process and look forward to staying in touch for future collaborations.

Thanks,

Rutuja Bhagat

From: Placements SRHU <placements@srhu.edu.in>

Sent: Friday, November 14, 2024 12:22 PM

To: Shaikh, Vaquar Anwar <vaquar.shaikh@ttec.com>

Cc: Bhagat, Rutuja <rutuja.bhagat@ttec.com>; Vikas Chamoli Placement Cell, SRHU <vikaschamoli@srhu.edu.in>

Subject: Re: Campus Connect Opportunity - TTEC, Ahmedabad

This Message Is From an Untrusted Sender

Report Suspicious

You have not previously corresponded with this sender.

Dear Sir,

Greetings !

10/1/25, 5:22 PM

Swami Rama Himalayan University Mail - Fwd: Campus Connect Opportunity - TTEC, Ahmedabad

As per our latest discussion, we have blocked 18th November'24 (Monday) for the process. Request you to kindly share further details regarding the process so that we can share it with students accordingly.

Thanks & Regards,

Sandeep Nautiyal

Mob: 7252072872

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On Wed, Nov 13, 2024 at 3:52 PM Siddhant Chauhan Placement Cell, SRHU <siddhantchauhan@srhu.edu.in> wrote:

Dear Sir,

Greetings !

As per our latest communication, please find attached the list of students who have registered for the drive. Please let us know a suitable date to conduct the virtual process and further details regarding the same.

Thanks & Regards,

Sandeep Nautiyal

Mob: 7252072872

Swami Rama Himalayan University, Dehradun

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NAAC A+

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On Fri, Nov 8, 2024 at 12:15 PM Shaikh, Vaquar Anwar <vaquar.shaikh@ttec.com> wrote:

Hi Sandeep Sir,

As discussed, please find below a synopsis of our organization and job profile. We look forward to evaluating your final year students for an opportunity with TTEC and selected/offered students would be joining at our wonderful site in the Heritage city of Ahmedabad, Gujarat. Furthermore, it would be great if you can share a tentative number of students who are interested in our opportunity which will help us to plan our campus visit.

About TTEC

Our business is about making customers happy. That's all we do. Since 1982, we've helped companies build engaged, pleased, profitable customer experiences powered by our combination of humanity and technology. On behalf of many of the world's leading iconic and disruptive brands, we talk, message, text, and video chat with millions of customers every day. Learn more about our [company values](#), our [Environmental, Social, and Governance \("ESG"\)](#), and how we support gender diversity, including through a [leadership program](#) that empowers the women of TTEC. Visit www.ttec.com to know more about the organization.

Our Opportunities

We provide excellent career growth opportunities to the Fresher/Experienced candidates with excellent English communication skills (Verbal & Written) who want to make a career in the BPO industry. We are particularly proud of this opportunity which we offer to whoever joins us, and there are a lot of passionate individuals who have made the most of this opportunity and are still associated with us as a part of our senior leadership team. We have an open, diverse and growth-oriented culture and offers:

- 100% Legally Compliant to all State & Central laws
- Competitive Salary & Benefits
- Employee centric Human Resource Policies
- Fast career growth in Operations & Support functions

- Flat Organization structure & Open Door Policy
- Employee Development plans
- Fun @ Work & lot of Employee Engagement & Corporate Social Responsibility programs

What makes TTEC tick?

A lot of things go into making our distinctive flavor, but we're talking about one specific ingredient today – our zest for life. Living life with enthusiasm is just part of who we are. And we do it together, no matter where we're located. We enjoy what we do, care about who we work with and take every chance to have fun after a hard day's work. Our vibrancy is a big part of our tradition and our future.

We hire about 200 candidates every month including fresh graduates/MBA/B.E./B. Tech/B.A./B.Com as Chat Customer Service Representatives for TTEC - Ahmedabad, Gujarat location. In addition to local candidates, our workforce consists of people who have relocated to join us from across India.

We hire individuals for our non – voice programs from time to time for the following processes:

Chat and Email Customer Service Representative

Our client is the global leader for online shopping, an industry whose existence cannot be ignored. Online shopping has completely changed the way we look at our shopping requirements. The expectations which we have from individuals whom we hire:

- Amazing fluency – written English
- Accurately understand and resolve the customer concerns
- The term “customer” would describe someone who would wish to purchase or sell a product/products/product catalogue/collection on the client website
- Though most customers raise basic concerns which results in a lower turnaround time, there are some wherein sellers would like to understand how they can expand their business and ultimately achieve a higher revenue and profit. This is where a lot of research and analytical skills come into the picture which helps in providing a very satisfactory resolution to sellers – the goal here is to get business on a regular interval from the customers
- Patience – a key aspect of the job. Not all customers are satisfied with a resolution which is provided though it is as per the policies/guidelines laid down by the client. To be able to handle such situations by keeping calm and at the same time convincing the customer about the resolution provided
- Retention – It is very important to be aware of the policies laid down by the client and also be aware of any product updates which come from the client. Effectively, absorbing and retaining content delivered throughout the training period and clear assessments conducted during that particular period
- Flexibility – Individuals should be flexible to work in a 24/7 environment. Though we try our best to provide shifts which are rotating on a monthly basis, however based on the business requirements, they would also be expected to work in consecutive night shifts, say 3-4 months
- Multitasking – It would be expected that 3-4 chats would need to be handled at any given point of time, where the nature of the queries would vary from one another and the resolution needs to be provided without consuming too much time of the customer

Proposed interview process:

The interview process will happen in 2 phases, the first of which would be on campus

- Online application through our career page followed by online assessment

- Online assessment consists of Situational Judgement Test, Personality Assessment, Computer Skills Assessment, Logical Reasoning & Cognitive Ability & English
- Students who clear the Online assessment will qualify for the 2nd phase of interview which will be a written assessment to gauge English written Language

The 2nd phase would be virtual

- Students qualifying written will have an interaction with the team
- Shortlisted students will be issues a Letter of Intent followed by an Offer Letter

Salary:

Monthly INR 29,000 CTC (3.48 Lakhs PA) + Employee Benefits + Attractive incentive schemes + Night Shift Allowance

I have attached the Employee Benefits Sheet for quick reference which includes all other benefits that are being offered on top of the CTC. Request you to confirm back with the alignment of the students and their availability to join us after their final exams. Please note, we would not be able to accommodate any leaves for 90 days after they join.

Please feel free to reach out to me in case of any queries. We look forward to a positive response.

Thanks,



Vaquar Shaikh

Manager, Talent Acquisition

TTEC House, LJ University Rd,

Makarba, Ahmedabad, Gujarat 382210

m +919879551159 t +917926569828

TTEC values: Act as one. Lead every day.

Reach for amazing. Seek first to understand.

Do the right thing. Live life passionately.

ttec.com

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