

RAMANUJAN COLLEGE
Accredited Grade 'A++ (3.71)' by NAAC
(University of Delhi)
C.R. Park Main Road, Block H,
Kalkaji, New Delhi-110 019
ISO 9001:2008 Certified Organisation



रामानुजन महाविद्यालय
नैक द्वारा मान्यता प्राप्त ग्रेड ए++ (३.७१)
(दिल्ली विश्वविद्यालय)
सी आर पार्क, मुख्य सड़क, ब्लॉक एच,
कालकाजी, नई दिल्ली- ११००१९
आई एस ओ ९००१:२००८ प्रमाणित संगठन

NOTICE
PLACEMENT & CAREER DEVELOPMENT CELL
NEC
Internship Notice

Date- 2nd November 2023

Notice No: 231101

About the Company

NEC is a leader in the integration of IT and network technologies and brings more than 100 years of expertise in technological innovation to provide solutions for empowering people, businesses and society. Headquartered in Japan, NEC started operations in India in the 1950s, accelerating its growth through the expansion of business to global markets. NEC in India expanded its business from telecommunications to public safety, logistics, transportation, retail, finance, unified communication and IT platforms, serving across governments, businesses as well as individuals. With its Centre of Excellence for analytics platform solutions, big data, biometrics, mobile and retail.

Website: <https://www.nec.com/>

Profile: Customer Support Role

Eligibility: All Courses except BVoc Software Development and Bsc Computer Science | 2024 & 2023 Batch

Stipend: INR 10K per month

Job Location: Noida

Duration: 6 months

Roles and responsibilities:

- Ensuring the best customer experience by providing superior level of customer service and maximum availability at all times.
- Log all incidents, service requests and problems, accurately following the practices defined for each process, including updates to existing tickets.

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- Diagnose, prioritise, troubleshoot and resolve incidents where possible, or escalate where necessary, within Service Levels, following pre-defined processes accurately in an ITIL environment.
- Timely and accurate documentation of work performed, to the standard required and using the systems, processes and/or methods specified.
- Proactively develop knowledge articles to improve the resolution process and increase customer satisfaction in line with continual service improvement strategies.
- Meet or exceed all internal KPIs.
- Maintain technical and product knowledge and expertise, through research and self-development to ensure support remains efficient, effective and relevant to the business needs of the customer.
- Ability to effectively communicate and build relationships with customers.
- Provide a high level of technical and operational support to customers, both external and internal.
- Excellent and Effective verbal and written communication skills in English Language.
- Ability to work effectively in a team environment Pleasant, professional, and courteous personality skills.

Skills and Competencies required:

- Excellent verbal and written communication skills to interact effectively with customers.
- The ability to identify and resolve customer issues and concerns in a timely and satisfactory manner.
- Demonstrating empathy and understanding towards customers' needs and concerns.
- Remaining calm and patient, especially when dealing with irate or frustrated customers.
- A deep understanding of the company's products or services to provide accurate information and solutions.
- Effective time management skills to handle multiple customer inquiries efficiently.
- The capacity to actively listen to customers and ask relevant questions to better understand their needs.

Apply at: <https://forms.gle/J9xUDuScjZydRCHz5>

Last Date to Register: 4th November 2023

In case of any queries, please contact [Manas](#) (Placement Co-Ordinator).

Note: If you are applying for this Placement/Internship Drive, then it is compulsory for you to attend the interview session, if not then you will be **BLACKLISTED**, and won't be able to appear for any further Placement Drives. We at Placement and Career Development Cell work hard to

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invite companies at the campus to recruit students, but with this behaviour, companies deny to connect with us in further drives.

If your issue is genuine, mail us at placement@ramanujan.du.ac.in explaining why you didn't attend the session.

If your reason would be genuine your name will be withdrawn from the BLACKLIST.