

Shantanu Pathak
Assistant Registrar
Nodal Officer-Training & Placement



Dr. A. P. J. Abdul Kalam Technical University
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Ref: AKTU/UIIC/2020/076

16th Jan' 2020

To Directors/Principals
Colleges affiliated/associated to Dr. APJ Abdul Kalam Technical University
Lucknow, Uttar Pradesh

Subject: Regarding Company IBM Campus Hiring Opportunity for B.Tech Students of 2017, 2018 & 2019 passed out batch

Dear Sir/Ma'am

Please to inform you that as part of Campus Hiring process for B.Tech Students of 2017, 2018 & 2019 passed out batch, Company IBM wish to invite the students of AKTU affiliated colleges for this drive.

Please find invitation and link for the participation of students as per the details attached herewith (Annexure 1). You are requested to kindly go through and encourage the students for registration latest by 17-Jan-2020

Google registration link: <https://tinyurl.com/IBM-TSE-171819>

Company registration link: <https://forms.integrate-events.com/#/events/ibmindia/301577?background=ffffff&font=4a599e&page=ffffff>

If you have any concern, please feel free to write at tnp.aktu@aktu.ac.in

With warm regards

(Shantanu Pathak)
Assistant Registrar
Nodal Officer- Training & Placement

Copy to:

1. Registrar, AKTU Lucknow
2. Finance Officer, AKTU Lucknow
3. Controller of Examination, AKTU Lucknow
4. Dean Student Welfare, AKTU Lucknow
5. Media Prabhari, AKTU Lucknow
6. Technical Officer, AKTU Lucknow
7. Pro VC, AKTU, Lucknow
8. Staff Officer, Hon'ble Vice Chancellor for kind information

(ShantanuPathak)

Campus Placements 2020

Job Notification Form

COMPANY OVERVIEW

Name of the Company	IBM
Website / Other source of Information	https://www.ibm.com/in-en
Company Type	IT Services
Brief write-up on the Company (50 to 75 words)	<p>IBM is the recognized gold standard for inclusion, reflected in winning the 2018 Catalyst Award for advancing women in business. We are the first company to win this award four times and advocate for fairness and equality — as everyone is, and always has been, welcome at IBM. Joining IBM is about joining a culture of openness, teamwork, trust, and the invitation and expectation to have a voice.</p> <p>Join a brand with a history of continuous re-invention, transforming itself throughout its 100-plus years. In the past five decades alone, IBM has ushered in the eras of the mainframe, the personal computer, IT services and enterprise software. In its current transformation, IBM is once again leading the reordering of the technology industry.</p> <p>Our IBM Global Technology Services (GTS) helps clients plan, implement and lead an efficient, resilient, flexible IT infrastructure. Be it groundbreaking outsourcing tied to business outcomes or integrated managed services or discrete services - IBM GTS is the partner of choice for infrastructure services.</p>

JOB PROFILE

Job Designation	Technical Support Associate.
Job Description	<ul style="list-style-type: none"> • Be part of a team of technical experts, motivated by a desire to facilitate customers and be responsible for providing voice support to IBM Internal End Users and External Commercial Account End Users across North America, EMEA and Asia-Pacific. • Handling complex customer scenarios, documenting solutions, and effectively providing dependable and timely resolution to all product related technical issues experienced by customers • Providing remote Infrastructure support delivery and performing problem cause analysis • Collaborating with fellow support colleagues and other internal organizations to provide superior customer service • Acting as a customer advocate by working directly with customers on high priority issues to deliver timely resolution and capture customer feedback to influence process/product improvements. • Anticipating customer needs and effectively addressing concerns related to their issue or resolution • Providing direct technical assistance to customers via phone, email, and chat.
Place of Posting	Lucknow or Noida
Key Responsibilities:	Same as JD
Type of Placement	Full Time

SALARY DETAILS

Cost to Company (CTC)	3.21
Training Period	Regular Role
Salary / stipend paid during training	NA

Bond or Service Contract (If Yes, give details)	No
SELECTION PROCESS	
Shortlist from Resumes	No
Written Test (Technical / Aptitude)	NA
Group Discussion	NA
Personal Interview	Yes
Minimum Number of Offers You intend to make	45
Eligible Department and Program	B.Tech Batch-2017/2018/2019
Specific Eligibility requirement (Please mention)	<p>Required Expertise</p> <ul style="list-style-type: none"> • 0 to 3 years of experience with good communication skills • Ensure that urgent customer issues are resolved in the most timely and effective manner possible. • Ability to work well in a fast-paced environment • Demonstrable ability to handle various tasks or projects with changing priorities. • Time management and prioritization skills. • Utilize available time efficiently in order to achieve effective and efficient results • Ability to assemble a complete and accurate problem/symptom description of reported issues. • Ability to successfully solve problems and narrow down reported issues, identify root causes, and find creative solutions to effectively address customer concerns. • Ability to listen to and work with customers in real-time to resolve issues. • Knowledge in commercially standard software applications and major desktop operating systems. <p>Preferred Expertise</p> <ul style="list-style-type: none"> • Awareness of basic networking concepts and technologies. • Ability to identify basic hardware parts and aware of basic hardware concepts • User level familiarity with at least one e-mail client - Outlook, Notes etc. • Questioning/probing skills, as relevant to the issue and level of the caller • See opportunity and implement process improvements • Ability to meet a set of defined account agent productivity measurement • Flexibility around working in shifts
Date & Time of the Drive	Yet to be decided
Venue	Yet to be decided
Expected Joining (dd/mm/yyyy)	Immediate