

DINABANDHU ANDREWS COLLEGE

GARIA, KOLKATA

NOTICE NO. DAC/PLC/01/2017-18, dt.13-12-2017

TCS is looking to on-board some of our Graduate students from B.Com, B.SC (excluding Honours in Electronic Science) & BA streams (both General and Honours).

TCS will identify and interview our students for the new projects in the Business Process Services (BPS) division in Kolkata Data Processing Roles (Non-Voice, Web-chat & Voice). Below are the Drive details of the same:

Awareness Session (Pre-Placement Talk) Date: 21st December

Venue : On Campus

Reporting time for the Pre-Placement Talk:

10.30 am. (Students are advised to report 30 minutes in advance)

- Students can find the attached details of job description and company profile for their reference.
- Interested students are requested to be present on the aforementioned date before the scheduled time.
- **Those who passed out in 2017 and current Final Year Graduation students who will pass out in 2018 can apply.**

Steps to Register:

- Registration on TCS BPS the Campus Portal is mandatory
- Students must register as campus applicants in **TCS (BPS) section only** and under the college's name
- They will have to update highest qualification as "**Graduates**" and generate a CT Reference Number
- Candidates are requested to fill the Application Form and provide a hard copy of the same for the placement process.

[Click here to register on-line](#)

About TCS BPS:

Revolutionizing the face of the Business Process Services' industry not just in India but the world over, TCS BPS is the strong arm of the Tata Group of companies. A young, dynamic and influential segment of Tata Consultancy Services, TCS BPS provides industry-specific business solutions to help clients drive digital re-imagination, simplification and process innovation.

Our solutions are mapped with leading disruptive technologies to equip our clients with the ability to derive maximum throughput for their businesses. With our unique delivery models such as GNDM (Global Network Delivery Model) and iQMS (Integrated Quality Management System), TCS BPS effectively blends experience and expertise to provide Business Processes as a Service (BPaaS).

TCS BPS operates in different verticals like Life Sciences, Energy & Utility, Retail, BFSI and horizontal business operations like Supply Chain Management, Human Resources and F&A. With an employee force that is 82,800+ strong, stationed in 22 locations in 12 countries, TCS BPS is pioneering its way to the pinnacle of the BPS world. As of today, TCS BPS has a footprint in six continents with annual revenues greater than US\$ 2+ billion.

Job Description

Company Name	TATA Consultancy Services Ltd. (TCS)
Business Unit	Business Process Services (BPS)
Role	Customer Service Associate - Voice
Job Location	TCS - Kolkata
General Summary	The Associate is responsible for solving customer queries over the phone related to their unit.
Major Job Function	<ol style="list-style-type: none"> 1). Resolving Customer Queries 2). Tracking and reporting of metrics
Essential Skills	<ol style="list-style-type: none"> 1). Good Communication Skills (Spoken, Written) and interpersonal skills 2). Good analytical & logical reasoning skills 3). Willing to work in 24x7 environment (any shift) 4). Basic computer and systems skills 5). Ability to use various applications in PC (especially MS word, MS excel proficiency is very essential).
Additional Skills	<ol style="list-style-type: none"> 1). Demonstrated approach to problem solving 2). Basic Mathematics and Logical Reasoning Ability 3). Good keyboard skills
Grade / Band	BPO S - Trainee
Qualifications	<p>Eligible:</p> <ul style="list-style-type: none"> • 2018 Graduates(expected): B.Com, B.Sc. & BA streams (Except CS,IT,ISM) • #Final Year Graduation students who will pass out in 2017 and can join the company in 2018 can apply
Basic Criteria	<ol style="list-style-type: none"> 1). Candidates with break in career and/or education for more than 2 years are not eligible 2). Only full time graduation (with 15 years regular education) will be considered 3). Candidates must have cleared their Supplementary or ATKT exams of 1st year or 2nd year before appearing for the interview 4). Candidates Should be comfortable working in Rotational / Night shifts 5). Candidates who have attended the TCS selection process in the last 6 months (either selected-not-joined or rejected) will not be eligible.
Documents Required for the Campus Interview	<ul style="list-style-type: none"> ➤ 2 Physical copies of your Resume/CV/Bio-Data ➤ 2 Passport size Photographs at the time of Interview ➤ 1 Copy of online Application Form
Stipend	16000