

SRMUS/PAT/2021-22/192

Date: 16-4-2022

PLACEMENT DRIVE NOTIFICATION

Company	DXC Technology
Company Type	IT Services and IT Consulting
About the Company	DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. With decades of driving innovation, the world's largest companies trust DXC to deploy the Enterprise Technology Stack to deliver new levels of performance, competitiveness, and customer experiences. Learn more about the DXC story and our focus on people, customers and operational execution at www.dxc.com .
Job Title	Senior Assistant
Job Description	<ul style="list-style-type: none"> • Required to interact with customers across geographies (through multiple support mediums: Calls/Chats/Emails/Portals) and provide issue resolution /right responses, positively and professionally. • Work within a standard protocol to respond to customer issues. Moderate judgment may be used to supplement the outlined process. • Provide the most appropriate solutions through remote contact, probe problems and communicate in such a way that non-technical users can comprehend instructions and advice. • Collaborate with other resolver groups to identify solutions that foster first call resolution • Be proactive & anticipate issues or situations which impact service availability and critical response time, and recommend necessary mitigation steps escalating to management's attention, where appropriate
Job Location	Bangalore, Chennai, Noida
Eligible Degrees	BBA
Eligibility Criteria	NA
Desired Skills	<ul style="list-style-type: none"> • Excellent communication skills (English) in both written and verbal communication. • Familiarity & hands-on experience with computer technology • Familiarity with application support (preferred) • Problem solving skills & accuracy in data entry. • Experience in a phone based remote role, e-support, e-chat or similar (preferred) • Flexible to work in rotational shifts 24x7
Compensation (CTC)	Rs. 3 LPA
Selection Process	<ol style="list-style-type: none"> 1. Assessment (Basic Mathematics, LR, Verbal) 2. Virtual Group Discussion
Date of Interview	Will be informed later
Venue	Online