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I.K. GUJRAL PUNJAB TECHNICAL UNIVERSITY JALANDHAR, KAPURTHALA
Office of Corporate Relations & Alumni

Ref. No. IKGPTU/CRA/75.....

Dated Nov/01/2023

Dean (Academics)/ Directors
All the University Campuses
I K Gujral Punjab Technical University

Sub: Relinns Technologies – Campus Online Training & Placement Drive.

Dear Sir/Madam

I K Gujral Punjab Technical University invite students of its campuses to participate in Relinns Technologies – Campus Online Training & Placement Drive – as per the below mentioned details:-

Designation : **Profile 1:- Technical**
Profile 2:- Non-Technical (Profile attached)

Course/Stream : **Profile 1:- B.Tech (CSE/SE/CoE/ME/EE/CE/ECE)**
Profile 2:- BA (JMC) & BBA

Batch Eligible : 2024 passing out

Salary Package : **Profile 1:- Training:- Stipend Rs. 10k pm After training:- 3.15 LPA**
Profile 2:- Training:- Stipend Rs. 8k pm After training:- 2.31 LPA

Selection Process : Logical test, Technical Interview & Aptitude test

Eligible & Interested students may register at the below mentioned link:-

https://docs.google.com/forms/d/1z5zobvakWa02KGzs7GkoDnywuZNY7_sKxTlYkncZXmA/edit

Important Note: Students may be directed to read the attached FAQs.

You are requested to kindly direct the Training & Placement Faculty Coordinator of your campus/department to share the information with the concerned students. **Last date of online registration is Nov 06, 2023 before 1500 hrs.**

With profound regards,


Er. Navdeepak Sandhu
Deputy Director (T&P)

“Propelling Punjab to a prosperous Knowledge Society”

I.K. Gujral Punjab Technical University
Jalandhar-Kapurthala Highway, Kapurthala -144 603. Phone : 01822-282580, 282549
E-mail : placements@ptu.ac.in **Website :** www.ptu.ac.in



PROFILE

DETAILS

TECHNICAL

Profile	No. of Positions
Web Development	40
Mobile Development	6
Business Development	8
Web Design	5
Graphic Design	5
Quality Assurance	4
Digital Marketing	5
Content Writing	10
HR	5
Project Management	2
Customer Success	2

NON-TECHNICAL

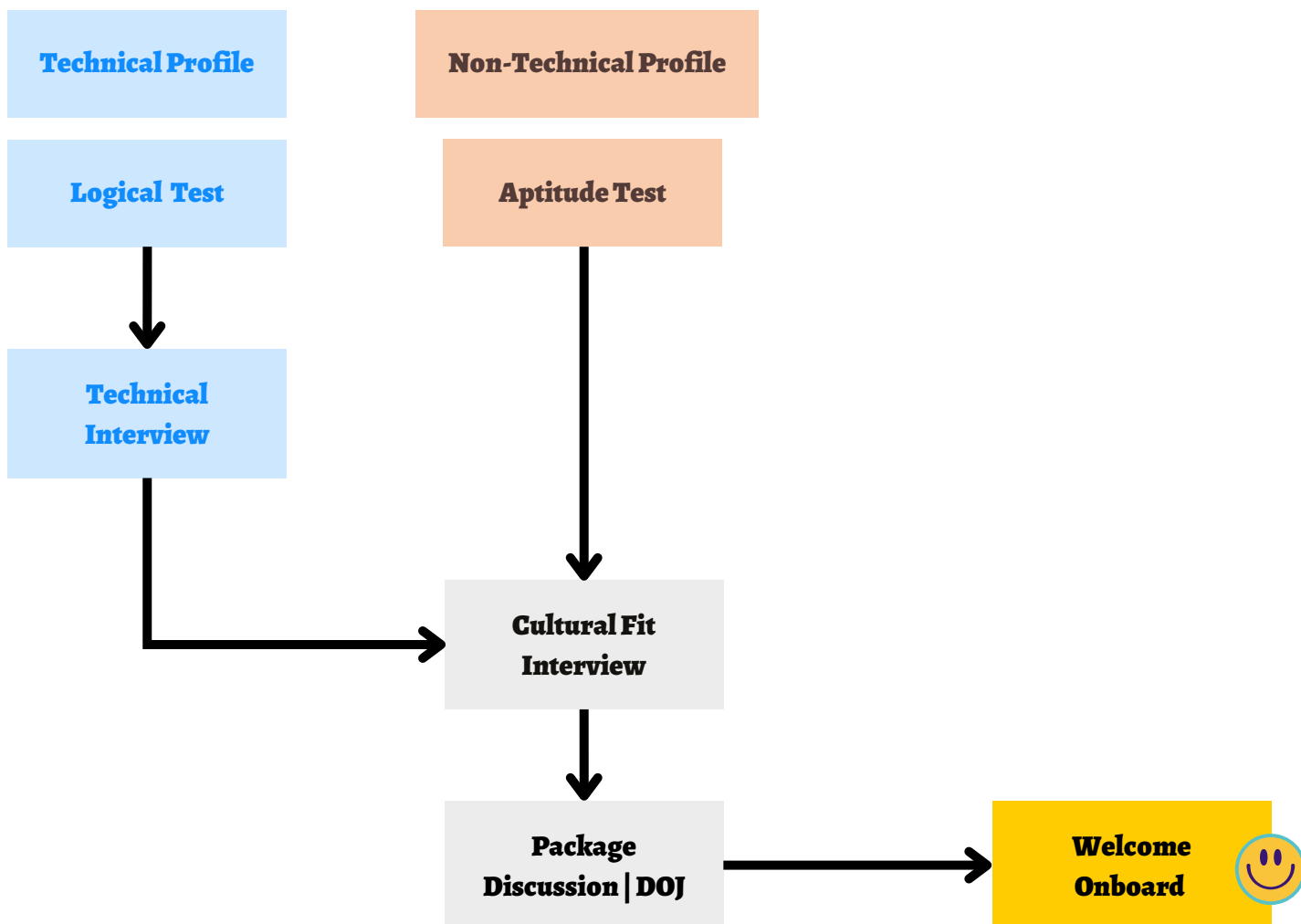


RELINNS

SELECTION PROCESS

Relinns as a growth-focused organization, practices and promotes young minds to join the organization and helps them to get the necessary industry exposure that future professionals need.

The company offers an employment opportunity to the prospective candidate who goes through the selection process and gets selected. Every student or candidate has to go through the selection process which is as follows:



Else you can contact us after 6 months



FAQS



What is the joining process once I get selected?

The candidate has to get a request letter from the college for employment at Relinns. Once we receive an employment request letter, the candidate will be offered a Letter of Intent as a confirmation from the company side. On the date of joining, a candidate will be requested to get all the documents as per the joining email for verification purposes & and should submit one original document (10th & 12th) for verification which will be returned to the candidate after completion of the successful 6-months from full-time engagement date.

What if I do not receive a confirmation call for the employment within 2-working days of the final interview?

- In case the candidate does not get any confirmation call within 2-working days of the interview, then he/she should start exploring other relevant opportunities in the job market
- Based on the feedback from the interviewers the Candidate may be kept on the waiting list
- The company strongly believes that every candidate is capable and skilled enough. However, job profile-candidate fit is as important as the candidate's skills and may become a deciding factor.
- The selection of the candidate is done based on the suitability of projects/assignments available in the company
- Candidates are encouraged to apply again after 6 months if they feel that they have progressed/refined themselves considerably and are a better fit at that point in time.

What if I want to extend my joining date for Employment?

We wouldn't be able to entertain any such requests considering the dynamic business requirements at Relinns.

What are the eligibility criteria for the employment Offer?

Candidates in the final year of their Bachelor's or Master's program can apply. Candidates who are pursuing a Bachelor's or Master's degree and have obtained a "No Objection Certificate" from their college to go for an employment offer can also apply.



EMPLOYMENT

FAQS



Does the company have any employment bond that I have to sign?

No, there will not be any employment bond that Relinns will seek you to sign. Relinns believe in the freedom of its employees to choose their career path as per their wish and doesn't hold its employees bound to any such contracts. However, Relinns is not the best place for those looking for short-term engagements.

When will I be considered for the Full-Time Engagement?

After successfully completing the 6-month trainee period, accounting for any excess leave taken during training, and without any performance issues or warnings received during the training period, you will be considered for full-time engagement. The full-time engagement date will be determined as follows:

- If the completion date falls before the 10th of the month, you will be eligible for full-time engagement on the 1st of the same month next year.
- If the completion date falls after the 10th of the month, you will be eligible for full-time engagement on the 1st of the subsequent month.

Can I only do an Internship/Training at Relinns?

No, Relinns is not only offering a training period. It is an employment opportunity that consists of a 6-months training period followed by full-time engagement with a commitment of 12 months from joining the company as a trainee. If you cannot commit to 12 months, then you should not apply at Relinns.

Can I participate in the Relinns Employment Offer remotely (Work from Home)?

No. Relinns does not offer any remote employment opportunities for employees with less than 2-years of experience. Any requests related to WFH during the training period will not be considered.



EMPLOYMENT

FAQS



How long will the training period be for this employment?

The training period is strictly for six months. However, In case of any medical issues, the training period can be extended to a maximum of 2 months after submission of proper medical proof & and confirmation from HR on the same.

What are the eligibility criteria for the employment Offer?

Candidates in the final year of their Bachelor's or Master's program can apply. Candidates who are pursuing a Bachelor's or Master's degree and have obtained a "No Objection Certificate" from their college to go for an employment offer can also apply.

How much stipend will be paid in the training period?

We are offering INR 10,000 per month for technical & and INR 8,000 per month for Non-technical profiles starting from the first month however, the stipend for the first 2-months will be on hold and given in the 2nd months as Full-Time Engagement in case of continuous service till the end of the eighth month.

Will I be eligible for an on-hold stipend for the first 2-months after the completion of the training period?

Yes, the stipend for the first 2-months will be on hold and will be given in the 2nd month as a successful Full-Time engagement with the company.

What if I want to switch from one technology or domain to another one during the course of the training period?

Usually, candidates are not allowed to switch technologies or domains during the course of the training but a case can be considered as per business requirements.

Do I need to pay any advance amount or a blank cheque before joining the Relinns?

No, candidates are not expected to pay any amount or submit blank cheques.



DOCUMENTS
BASIC EXPECTATIONS

FAQS



What documents I will get from Relinns?

Relinns will provide only two documents: one before joining, which is the Letter of Intent (LOI), and the other is the Internship Completion Certificate, but only after successfully completing the 12-month engagement with the company from the date of joining as an intern. If your college requires any additional documents as per the curriculum, such requests can only be accommodated based on email requests from college authorities. Please ensure that you inform HR about such a request before your joining date.

Do I need to submit any documents for the training period?

The candidate has to get a request letter from the college for employment at Relinns. Once we receive an Employment request letter, the candidate will be offered the Letter of Intent for Employment at Relinns. On the date of joining, a candidate will be requested to get all documents as per the joining email for verification purposes & and need to submit one original certificate 10th or 12th Class which will be returned after successful completion of 6- months from the date of joining as a full-time employees.



FAQS



What are the working hours at Relinns?

The company follows a 9-hour workday structure, incorporating a one-hour lunch break, and requires employees to work alternate Saturdays. If your primary focus is strict adherence to working hours and is not aligned with our work culture that emphasizes a learning-focused environment and skill enhancement, Relinns may not be the ideal fit for your career aspirations. At Relinns, we are dedicated to hiring individuals who are committed to building their careers and continually enhancing their skills to contribute effectively to our team and mission.

What if I want to take a vacation during my Employment period?

You are free to plan your vacations during your training period. However, if you take more than 6 days of leave, your training period will get extended by the days of vacation you take.

Your appraisal will be affected and the retention bonus transfer if committed will be extended in case an employee is on leave for more than 10 days in a calendar apart from the allowed leaves quota or if 10 continuous leaves are taken. For example, in the case of an annual appraisal commitment, the new date of successful completion of one (1) year will be calculated based on the number of leaves taken from the date of one (1) year of successful/continuous completion.

How many leaves will be provided during the training period?

The company allows you to take one leave per month, provided that it is approved by the Reporting Manager and HR. Any leave taken without approval, whether through email or the company's Leave Management system, will be considered as unapproved and may be treated as a case of absconding, leading to disciplinary actions. Taking extra leaves will result in an extension of the internship period.

However, in the case of a medical issue with relevant documentation, the internship may be extended by up to 1 month. If there are severe medical issues, the training period can be extended to a maximum of 2 months upon submission of proper medical proof and confirmation from HR. Failure to submit the required medical proof within the stipulated timeframe may result in termination.



DISCONTINUATION

FAQS



What if I want to leave the company?

Relinns is not the best place for those who are looking for engagement for short period and have plans for higher studies, govt jobs, shift to aboard, or joining a family business.

Candidates who leave within the training period or after working for a few months before completing the 12 months from DOJ with the company will not be eligible for a training completion certificate, will have to service a 30-day notice period, and will have to pay Relinns INR 20,000 per month to the company for the time spent during the training; as a penalty to cover the cost of training spent by the company and to get relieved from the company with proper documents.

What if I don't want to pay INR 20,000/- per month as training cost?

Candidates who leave before 12 months without paying Relinns INR 20,000 per month to the company for the time spent during the training; as a penalty to cover the cost of training spent by the company will be considered as an absconding case which will be informed to the college authorities and relevant industry forums may affect his/her further engagement in the industry and will be blacklisted by Relinns. The company will pursue legal action to recover the training cost.

In which case I will be requested to leave Relinns?

In case of any misconduct, failure to comply with company policies, or not being able to meet the expected performance standards, Relinns has complete authority to discard your candidature for employment. Furthermore, the candidate will not be eligible to receive the training completion certificate and only a full and final mail will be send.



BASIC EXPECTATIONS

FAQS



In which case I should not apply at Relinns?

If any of the following statements apply to you, it may be advisable not to apply at Relinns:

- If you are only looking for a 6-month internship and have plans to leave after the 6-month internship period.
- If you are only looking for leisure time and not actively seeking opportunities for learning and career development.
- If you are not committed to completing a minimum of 12 months from the date of joining as an intern with the company.
- If you are only looking for part-time involvement and cannot commit to giving 100% focus while engaging with the company.

Relinns values commitment, dedication, and a genuine interest in learning and building a career, so it's important to align with these expectations before applying.

How I can be the best fit for Relinns?

Relinns believes in Long Term Association & is interested in those looking for a high learning environment, excellent career growth opportunities, mentorship & guidance oriented work environment. Hence, if someone is looking for leisure time at the workplace is not recommended.



JOB DESCRIPTION

WEB DEVELOPMENT

We are looking for an enthusiastic React.JS/Angular/PHP/Node.JS/JAVA developer who is passionate about pushing web technologies to the limits, dedicated to the craft, writes code that he/she is proud of, and can hit the ground running. The candidate must be willing to work with our team of talented engineers to design and build the next generation of web applications.

What You Need for this Position

- Students pursuing B.tech/BE/MS degree in Computer Science, Engineering, or a related subject
- Basic programming knowledge of C, C#, Java, or any other programming language
- Knowledge of general technology landscape, architectures, trends & emerging technologies
- Knowledge of SQL similar database management system
- Passion for best design and coding practices and a desire to develop new bold ideas
- Must have passion for research, to learn, and grow
- Must be self-motivated and have the ability to perform under pressure
- Must be available for full time (in-office) Employment

What You Will Be Doing

- Design, implement, and test web applications using frameworks or corePHP, Node.Js
- Creating robust and scalable REST APIs and JSON for frontend
- Developing new user-facing features using ReactJS or Angular
- Building reusable components and front-end libraries for future use
- Translating designs and wireframes into high-quality code
- Develop robust and extendible code using the latest web Design Patterns
- Ensure code quality by writing clean and well-designed code and by developing unit tests
- Work closely with QA teams to identify and fix any and all bugs that are reported
- Produce detailed specification documents
- Meet departmental goals and defined key performance indicators (KPIs)



JOB DESCRIPTION

MOBILE DEVELOPMENT

We are looking for an enthusiastic iOS/Android developer who is passionate about pushing mobile technologies to the limits, is dedicated to the craft, writes code that he/she is proud of, and can hit the ground running. Candidates must be willing to work with our team of talented engineers to design and build the next generation of mobile applications.

What You Need for this Position

- Students pursuing B.tech/BE/MS degree in Computer Science, Engineering or a related subject
- Basic programming knowledge of C, C#, Java or any other programming language
- Familiar with Android Studio/XCode and Android SDK
- Experienced in OO design and programming skills in Java
- Knowledge of SQL similar database management system
- Passion for best design and coding practices and a desire to develop new bold ideas
- Must have passion for research, to learn and to grow
- Must be self-motivated and have the ability to perform under pressure
- Must be available for full time (in-office) Employment

What You Will Be Doing

- Design, implement and test mobile applications using Android Java/iOS Swift
- Integrating REST APIs and JSON to develop robust and scalable app
- Develop robust and extendible code using latest mobile Design Patterns
- Ensure code quality by writing clean and well-designed code and by developing unit tests
- Work closely with QA teams to identify and fix any and all bugs that are reported
- Produce detailed specification documents
- Meet departmental goals and define key performance indicators (KPI
- Other duties as assigned.



JOB DESCRIPTION

BUSINESS DEVELOPMENT

We are looking for an enthusiastic business development Trainee who is passionate about meeting new people and building conversations. Candidates must be willing to make cold calls, write cold emails and work with our team of talented business developers to take our products to our future clients.

What You Need for this Position

- Students pursuing any Bachelor's or higher degree in any subject
- Must be proficient in using MS Office (MS-Word, MS-Excel, MS-PPT)
- Must have good communication, strong convincing skills, and fire in the belly attitude
- Must have good business acumen, effective presentation, and negotiation skills
- Proven ability to work independently and self-driven for performance
- Must be aggressive and dynamic with a good attitude
- Must have a zeal to research, learn and grow
- Must be self-motivated and have the ability to perform under pressure

What You Will Be Doing

- Making cold calls & writing cold emails to generate sales and target new clients
- Contributing to branding and sales promotion of the company
- Explore, build and manage new business partnerships
- Coming up with new business development ideas
- Visiting potential prospects on the field to demonstrate our products and services
- Responsible for partner onboarding for our products and services
- Develop proposals, presentations, partnership documents, and other sales enablement documents for different partnership opportunities
- Manage onboarded partners to build long-term relationships and generate sales
- Device measures to review the effectiveness of alliances and partnerships
- Meet departmental goals and define key performance indicators (KPIs)
- Other duties as assigned.



JOB DESCRIPTION

WEB DESIGNING

We are looking for an enthusiastic web designer who is passionate about designs and patterns, dedicated to the craft, can write code he/she is proud of, and can hit the ground running. The candidate must be willing to work with our team of talented Engineers people to design and build the next generation of applications.

What You Need for this Position

- Any Bachelor's or higher degree in any subject
- Basic experience in HTML, CSS, AJAX, JavaScript & J-query
- Knowledge of WordPress or any other CMS is an advantage
- Basic experience of designing in Adobe Photoshop/Sketch, Illustrator, Adobe XD
- Basic understanding Website Designing technologies and languages
- Capability to understand, analyze the client's requirements and convert them into designs
- Must have passion for research, to learn and to grow
- Must be self-motivated and have the ability to perform under pressure
- Must be available for full time (in-office) Employment

What You Will Be Doing

- Converting clients' ideas/thoughts to reality through your imagination and creativity
- Generating stunning designs for website and mobile applications
- Execute all visual design stages from concept to final hand-off to engineering
- Defining and refining the company's visual identity and elevating our brand across all platforms and messaging
- Keeping up-to-date with recent technological and design developments
- Meet departmental goals and define key performance indicators (KPIs)
- Other duties as assigned



JOB DESCRIPTION

GRAPHIC DESIGNING

We are looking for an enthusiastic Graphic designer who is passionate about designs and patterns, dedicated to the craft, can create designs he/she is proud of, and can hit the ground running. The candidate must be willing to work with our team of talented Engineers people to design and build the next generation of applications.

What You Need for this Position

- Basic experience in designing in Adobe Photoshop/Sketch, Illustrator, and Adobe XD.
- Capability to understand, analyze the client's requirements and convert them to designs
- Must have passion for research, to learn and grow
- Must be self-motivated and have the ability to perform under pressure
- Must be available for full time (in-office) Employment

What You Will Be Doing

- Converting clients' ideas/thoughts to reality through your imagination and creativity
- Generating stunning mockups/designs for website and mobile applications
- Designing creatives for our website, social media, and print media
- Defining and refining our visual identity and elevating our brand across all platforms and messaging
- Producing designs that are user-friendly, effective, and appealing
- Keeping up-to-date with recent design developments
- Meet departmental goals and define key performance indicators (KPIs)
- Other duties as assigned



JOB DESCRIPTION

QUALITY ASSURANCE

We are looking for an enthusiastic quality assurance candidate who is passionate about pushing mobile and technologies to the limits, dedicated to the craft, and writes code that he/she is proud of and can hit the ground running. Candidate must be willing to work with our team of talented engineers and testers to test and build the next generation of applications.

What You Need for this Position

- Students pursuing B.tech/BE/MS degree in Computer Science, Engineering, or a related subject
- Basic programming knowledge of Manual Testing
- Must have passion for research, to learn and grow
- Must be self-motivated and have the ability to perform under pressure
- Must be available for full time (in-office) Employment

What You Will Be Doing

- Understand business processes and client requirements for the project
- Create detailed, comprehensive, and well-structured test plans and test cases
- Identify, record, document thoroughly, and track bugs
- Estimate, prioritize, plan and coordinate testing activities
- Develop and apply testing processes for new and existing products to meet client needs
- Liaise with internal teams (developers and product managers) to understand system requirements
- Perform both manual & automation testing and Investigate automation test failures.
- Work closely with development teams to improve test coverage & quality and assist to resolve issues identified during testing
- Hands-on ability to automate repeated tasks
- Preparing the status report of testing activities
- Updating project managers regularly about the progress of testing activities
- Meet departmental goals and define key performance indicators (KPIs)
- Other duties as assigned



JOB DESCRIPTION

DIGITAL MARKETING

We are looking for an enthusiastic trainee who is passionate to design, implement, and monitor social media campaigns, Search Engine Optimization campaigns. Someone who can collaborate with other team members to develop marketing strategies. Who can become an integral part of the team, making every problem of the platform a problem of their own, and solving them accordingly? This will be an exciting chance to be a part of a fast-growing and dynamic team. The candidate will gain valuable work experience within a lively office environment, working alongside the marketing managers.

What You Need for this Position

- Students pursuing any Bachelor's or higher degree in any subject
- Must be familiar with social media strategies and platforms
- Must be able to multitask and take initiative
- Must be able to take direction and absorb information quickly
- Stay up to date with the latest technology and best practices
- Must have passion for research, learning, and grow
- Must be self-motivated and have the ability to perform under pressure

What You Will Be Doing

- Assisting in the strategic planning of various digital campaigns across paid media channels (social media, search, display, programmatic, and affiliate)
- Developing campaign concepts and creative assets while working with the creative team
- Analyzing campaign results and provide post-campaign reports with your observations and suggestions
- Working on market research and data mining
- Developing new customer acquisition strategies
- Manage social media accounts on Facebook, Instagram, Twitter, etc
- Come up with fresh and unique ideas about promoting brands over social media
- Meet departmental goals and define key performance indicators (KPIs)
- Other duties as assigned



JOB DESCRIPTION

CONTENT WRITING

We are looking for an enthusiastic content writing trainee who is passionate to create compelling blog posts, white papers, product descriptions, social media content, and web copy. This position requires a high level of creativity, as well as the ability to use data-driven insights to write better material.

What You Need for this Position

- Students pursuing any Bachelor's or higher degree in any subject
- Must have good communication, writing skills, and fire in the belly attitude
- Must be proficient in using MS Office (MS-Word, MS-Excel, MS-PPT)
- Must have passion for research, learning, and grow
- Must be self-motivated and have the ability to perform under pressure

What You Will Be Doing

- Research ideas and facts suitable to the assigned content/topic.
- Develop ideas derived from online/offline research and organize the same for further use
- Sort out workable ideas by a process of elimination and keep eliminated ideas stored for future reference
- Write fresh content based on research and brainstorming by following instructions given by each document
- Develop engaging content for articles, blogs, stories, and social media to entice and engage the audience
- Proofread content for errors or additions and ensure that content is written per instructions
- Ensure that web page content is edited properly to increase on-screen readability
- Think up creative and catchy titles for each piece of content keeping appropriateness in check
- Meet departmental goals and define key performance indicators (KPIs)
- Other duties as assigned



JOB DESCRIPTION

HUMAN RESOURCES

We are looking for an enthusiastic HR Trainee who is passionate to design, implement, and monitor the infrastructure, to collaborating with other team members to develop automation strategies and deployment processes. Someone who can become an integral part of the team, making every problem of the platform a problem of their own, and solving them accordingly.

What You Need for this Position

- Students pursuing any Bachelor's or higher degree in any subject
- Must be proficient in using MS Office (MS-Word, MS-Excel, MS-PPT)
- Basic understanding of full-cycle recruitment and Organizational skills
- Must have passion for research, learning and grow
- Must be self-motivated and have the ability to perform under pressure

What You Will Be Doing

- Assist in screening resumes of candidates
- Manage job advertisements on job portals and social networks
- Create & update all the sheets/reports related to the HR process
- Design and update job descriptions as and when required
- Review potential candidates from various job portals & social networking sites
- Interview potential candidates (via phone, video, and in-person)
- Follow all the recruitment processes for the hiring of any profile
- Responsible to conduct all interview rounds for the shortlisted candidates
- Responsible for hiring all engagement type
- Follow other HR activities as & when allocated by the reporting manager



JOB DESCRIPTION

PROJECT MANAGEMENT

We are seeking to hire a seasoned Project Management trainee to join our team. If you're a passionate self-starter, Relinns is a great company for you. The successful candidate will work directly with clients to ensure deliverables fall within the applicable scope and budget. He or she will coordinate with other departments to ensure all aspects of each project are compatible and will hire new talent as needed to fulfill client needs.

What You Need for this Position

- Students pursuing any Bachelor's or higher degree in any subject
- Must be proficient in using MS Office (MS-Word, MS-Excel, MS-PPT)
- Basic understanding of full-cycle recruitment and Organizational skills
- Must have passion for research, learning, and grow
- Must be self-motivated and have the ability to perform under pressure
- Good in Leadership qualities, Team handling, and Client Management.
- Willing to work in Software Project Management profile.
- Excellent analytical skills
- Strong interpersonal skills and extremely resourceful

What You Will Be Doing

- To be a part of the Project Management team and ensure On time, within Budget, and Quality project delivery.
- Software Specification Requirement Gathering from the client.
- Coordinating with Developers, Testers, and Clients to ensure Deliverable.
- Preparing and monitoring project plans and project schedules & Ensuring project deadlines are met.
- Determining project changes and Developing project strategies.
- Ensuring projects adhere to frameworks and all documentation is maintained appropriately for each project.
- Assess project risks and issues and provide solutions where applicable.
- Create a project management calendar for fulfilling each goal and objective.
- Organizing and attending the meetings.
- Documenting and following up on important actions and decisions from meetings.
- Liaise between the client and Internal & external teams.
- Lead the planning and implementation of the project.
- Define project plan and resource requirements.
- Design and document detailed plans for solution delivery.
- Manage customers' expectations.
- Project evaluations and assessment of results.



JOB DESCRIPTION

CUSTOMER SUCCESS

We are looking for an enthusiastic Customer Success trainee responsible for supporting customers as they transition from sales prospects, building close relationships that often last beyond any one project or job-order lasting process ownership with the business itself. Ultimately, the candidate will be working directly with clients to help solve their problems and ensure their satisfaction while they are on active accounts with us, and work closely with other employees to ensure customer questions and concerns are addressed in a timely manner

What You Need for this Position

- Students pursuing any Bachelor's or higher degree in any subject
- Must be proficient in using MS Office (MS-Word, MS-Excel, MS-PPT)
- Must have good communication, convincing solid skills, and fire in the belly attitude
- Must have good business acumen, effective presentation, and negotiation skills
- Proven ability to work independently and self-driven for performance
- Must be aggressive and dynamic with a good attitude
- Must have a zeal to research, learn and grow
- Must be self-motivated and have the ability to perform under pressure familiar with the profile of Customer Success or similar role
- Familiar with the work with brand image and promoting value through customer experience

What You Will Be Doing

- Develop proposals, presentations, partnership documents, and other sales enablement documents for different partnership opportunities
- Manage onboarded partners to build long-term relationships and generate sales
- Device measures to review the effectiveness of alliances and partnerships
- Meet departmental goals and define key performance indicators (KPIs)
- Other duties as assigned.
- Promote the value of the product
- Upsell services and products with the brand image
- Promote value through customer experience
- Assist in creating training courses and educational materials
- Review customer complaints and concerns and seek to improve the customer experience