



ਆਈ. ਕੇ. ਗੁਜਰਾਲ ਪੰਜਾਬ ਟੈਕਨੀਕਲ ਯੂਨੀਵਰਸਿਟੀ ਜਲੰਧਰ, ਕਪੂਰਥਲਾ  
I.K. GUJRAL PUNJAB TECHNICAL UNIVERSITY JALANDHAR, KAPURTHALA  
Centre of Training and Placement

Ref. No. IKGPTU/T&P/190.....

Dated. 17/02/25

**Directors/HoDs (All Academic Departments)  
All University Campuses  
I.K. Gujral Punjab Technical University**

**Sub: Wipro HR Services Private Limited – Joint Campus Placement Drive.**

**Dear Sir/Madam**

I K Gujral Punjab Technical University invite students of it's Main Campus and its Constituent Campuses to participate in Wipro HR Services Private Limited – Joint Campus Placement Drive as per details mentioned below:-

Designation	:	Customer Service Representative (JD enclosed)
Course/Stream	:	UG: BBA, BA,BCA, BHMCT,B.Sc and B.Tech (in any stream) PG: MBA
Job Location	:	Noida and Gurugram
Salary Package	:	3.08 LPA plus performance linked incentives
Batch eligible	:	2024 passed out & 2025 passing out

**Interested students may register at the link mentioned below:-**

[https://docs.google.com/forms/d/1RHk79DLRXWqQYSkPwEhWtfAKihlz5m2s-EJ\\_LgrwEYg/edit](https://docs.google.com/forms/d/1RHk79DLRXWqQYSkPwEhWtfAKihlz5m2s-EJ_LgrwEYg/edit)

You are requested to kindly direct the Training & Placement Faculty Coordinator of your respective department to share the information with the concerned students. **Last date of online registration is 21-Feb-25 before 1500 hrs.**

Date & time of the selection process will be informed later on.

**With profound regards,**

  
**Er. Mohit Jain**  
Assistant Registrar (T&P)

CC:

1. SVC: For kind information of the Hon'ble Vice Chancellor
2. Registrar: For kind information
3. Head (CT&P): For kind information
4. Deputy Director (T&P): For kind information
5. File

**“Propelling Punjab to a prosperous Knowledge Society”**

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

**Wipro Limited** is an Indian multinational technology company that provides information technology, consulting and business process services

It is one of the six leading Indian Big Tech companies

Wipro's capabilities range across cloud computing, computer security, digital transformation, artificial intelligence, robotics, data analytics, and other technologies, servicing customers in 167 countries

**Wipro operates in over 60 countries and serves clients in industries such as financial services, healthcare, manufacturing, retail, and telecommunications**

Major services provided by Wipro are:

- IT services such as software development, system integration, and IT consulting
- Business process services including customer service, finance and accounting, and human resources
- Consulting involves advising companies on business strategies, technology solutions, and organizational improvements
- Engineering services including product development, research and development, and technical support
- Cloud services such as cloud migration, management, and infrastructure services

**Wipro HR Services India Pvt Ltd. is looking for a Customer Service Representative for our Human Resource Outsourcing Business into a B2B campaign**

**Principal Responsibilities:**

- Customer Service through calls, Chats & emails
- Ensure timely and accurate service delivery at defined productivity levels
- Build client & domain knowledge to be able to deliver a resolution on the first conversation
- Ensure adherence to Client Service Level Agreements (SLAs) like Customer Satisfaction, Service Level, Handle Time & Customer Effort
- To strive to create a healthy and fun filled Environment in the team
- Display interpersonal skills in handling the day-to-day operations on the floor
- Adhere to Customer Service Attendance & Accountability policies
- Execute issue /query resolution and ensure proper documentation & follow-up
- Maintain Internal & Client level delivery quality on calls, chats & email conversations
- Identify, share and support operational improvements

**Critical Skills Required:**

- Very Good written & spoken communication skills
- Should be flexible to work in rotational shifts in 24\*5 work environment
- Proficient in computer usage and Basic knowledge on MS Office
- Pro-active & Positive Attitude
- Ability to Work efficiently and effectively in a team
- Excellent Customer facing Skills and Ability to build Rapport
- Should have the ability to escalate issues with a view to bringing about a win-win resolution

**Education Eligibility:**

- Graduates in B.com, BBA, BA, BCA, BHM, B.Sc. and 3-year degree courses except Stats, Maths and Eco Hons, Freshers and candidates with relevant BPO experience eligible (Maximum 2.5 years of relevant experience can be considered.)
- Full-time MBA, BE, B Tech graduates with minimum 6 months of relevant experience can apply.

**Locations and Shifts:**

Both Noida and Gurugram as per the business requirements

US Shifts – Evening/Night Shifts for 5 Days a week with 2 fixed offs

**Perks and Benefits:**

- Both sides Transport facility provided by the organization without any cost (current address must fall in a hiring zone)
- Health Insurance at nominal rates facilitated by the organization
- Regular Rewards and Recognition programmes
- Career mapping and growth
- Regular Learning & Development initiatives
- Further Education assistance programmes