



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/221/.....

Dated..09/April/2025

**Directors/ HoDs (Department of ME & Mgmt.)  
All the University Campuses  
I K Gujral Punjab Technical University, Jalandhar**

**Sub: Precision Industrial Fasteners - Joint Campus Placement Drive.**

**Dear Sir/Madam**

I K Gujral Punjab Technical University invite students of its campuses to participate in Precision Industrial Fasteners - Joint Campus Placement Drive as per details mentioned below:-

Designation : **Profile 1:-** Customer Technical Support  
**Profile 2:-** Business Development (**JDs attached**)  
Course/ Stream : B.Tech (ME) & MBA  
Job Location : Ludhiana  
Salary Package : Minimum 3.50 LPA  
Batch Eligible : 2024 passed out & 2025 passing out  
Selection Process : Interview

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

[https://docs.google.com/forms/d/1p81mtdI1XpUnQWQRzP7PYomN\\_37L4B7Uo7mEXa7SFwU/edit](https://docs.google.com/forms/d/1p81mtdI1XpUnQWQRzP7PYomN_37L4B7Uo7mEXa7SFwU/edit)

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 11-April-25 before 1100 hrs.**

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

For any queries, you may please call the undersigned @ +91- 9478098136.

**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**

**Job Title: Customer Technical Support**

**Department: Technical & Development**

**Location: Ludhiana, Punjab**

**Reports To: Marketing Manager**

### **Job Summary**

We are looking for a motivated fresher to join us as a Customer Technical Support specialist. In this role, you will act as a key link between our customers and internal teams. You will communicate with customers to understand their technical requirements, support the development of new fasteners and automotive products, and ensure a smooth transition to the supply chain. The primary focus is on providing excellent customer support, ensuring timely product development, and maintaining a high level of customer satisfaction. This is a great opportunity to develop technical and communication skills while gaining hands-on experience in the industry.

### **Key Responsibilities**

#### **Customer Communication & Support**

- Serve as the primary technical contact for customers, addressing their queries and concerns.
- Understand customer requirements and provide technical support during the product development phase.
- Prepare and send quotations, ensuring accuracy and alignment with customer needs.
- Review and discuss technical specifications with customers to ensure feasibility and compliance.

#### **Product Development & Internal Coordination**

- Work closely with internal teams (engineering, design, production) to develop new fastener products based on customer requirements.
- Coordinate and monitor product development progress, ensuring smooth execution.
- Facilitate the handover of new product development to the supply chain for mass production.

### **Process & Documentation**

- Maintain detailed records of customer interactions, technical discussions, and development progress.
- Provide reports on customer satisfaction, technical support activities, and product development milestones.

### **Key Result Areas (KRA)**

- Customer satisfaction in terms of technical support and communication.
- Successful and timely development of new products.
- Effective coordination between customers and internal teams.
- Accuracy and completeness of technical documentation.

### **Required Skills & Qualifications**

- Bachelor's degree in Mechanical Engineering / Industrial Engineering or a related field.
- Excellent communication and interpersonal skills to liaise effectively with customers and internal teams.
- Proficiency in MS Office Excel & Google Sheets.

# Precision Industrial Fasteners

**Job Title: Business Development**

**Department: Marketing & Business Development**

**Location: Ludhiana, Punjab**

**Reports To: Marketing Manager**

## **Job Summary**

We are looking for a dynamic and motivated fresher for a Business Development role who will play a crucial role in bridging customer needs with internal teams. This role involves interacting with customers to understand their requirements, supporting them in the development of new fasteners and automotive products, and ensuring a smooth transition to the supply chain. While the role is customer-focused, it requires a strong technical understanding to assist in product development and provide necessary guidance. The key objective is to enhance the customer experience, facilitate smooth project execution, and drive customer satisfaction.

## **Key Responsibilities**

### **Customer Engagement & Support**

- Act as the primary point of contact for customers regarding new product inquiries and technical discussions.
- Assist customers in refining their requirements and offer solutions that align with our capabilities.
- Prepare and send quotations based on customer specifications.
- Review and clarify technical aspects of customer requirements in coordination with internal teams.

### **Product Development & Coordination**

- Work closely with engineering, production, and supply chain teams to ensure customer requirements are met.
- Support the development process by aligning customer expectations with internal feasibility.

- Ensure timely execution of product development and handover to the supply chain.
- Provide necessary technical input while maintaining a marketing and customer-focused approach.

### **Process & Documentation**

- Maintain detailed records of customer interactions, quotations, and technical discussions.
- Ensure all required approvals and documentation are in place for new product developments.
- Monitor and report on customer satisfaction and project progress.

### **Key Result Areas (KRA)**

- Customer satisfaction in terms of communication and support.
- Efficient coordination between customers and internal teams.
- Timely development and successful transition of new products.
- Accuracy and completeness of technical and commercial documentation.

### **Required Skills & Qualifications**

- Bachelor's degree in Marketing.
  - Strong ability to communicate technical concepts in a customer-friendly manner.
  - Excellent interpersonal and coordination skills.
  - Proficiency in MS Office and Google Sheets.
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