



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

Ref. No. IKGPTU/T&P/...286.....

Dated...24/06/2025

Directors/ HoDs (All Academic Departments)
All the University Constituent Campuses
I K Gujral Punjab Technical University Jalandhar

Sub: Tech Mahindra – Joint Campus Placement Drive.

Respected Sir/Madam

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

Designation	:	Profile 1:- Customer Support Associate Profile 2:- Sr. Technical Support/ Associate Technical Support (JDs attached)
Course/ Stream	:	Profile 1:- UG/PG (Any stream) Profile 2:- B.Tech (CSE/ECE) BCA & B.Sc
Location	:	Profile 1:- Noida, Hyderabad, Pune Profile 2:- Noida
Batch Eligible	:	2024 passed out & 2025 passing out
Selection Process	:	HR Round & Operations round

Interested students may register at the link mentioned below:-

<https://forms.gle/VqhmxTnroTXtQyJc9>

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 27-June-25 before 1000 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

Job Description

Customer Support Associate (CSA)



Job Title: Customer Support Associate (CSA)

Working Model: Work From Office (WFO)/ Work From Home (WFH)

Role: Permanent/ Contractual

Salary Range: INR 2,00,000 - 3,50,000 LPA (depending on the interview)

Location: Noida, Hyderabad, Pune

Job Role: We are looking for a Customer Support Associate to join our team. The ideal candidate will have excellent communication skills, a strong problem-solving ability, and a passion for helping customers. As a Customer Support Associate, you will be responsible for providing exceptional customer service and support to our clients.

Key Responsibilities:

- Respond to customer inquiries via phone, email, and chat in a timely and professional manner.
- Resolve customer issues and complaints efficiently and effectively.
- Provide accurate information about products and services.
- Assist customers with order placement, tracking, and returns.
- Maintain a high level of customer satisfaction by ensuring all customer interactions are handled with care and empathy.
- Document customer interactions and maintain detailed records of inquiries, complaints, and feedback.
- Collaborate with other departments to resolve complex customer issues.
- Stay updated on product knowledge and company policies to provide accurate information to customers.

Candidate Criteria:

- Excellent English written and verbal communication skills.
- Strong problem-solving and analytical skills.
- Ability to handle multiple tasks and prioritize effectively.
- Basic computer knowledge and proficiency in using customer support software.
- Educational qualification: Minimum 10+2/graduate/postgraduate/diploma.
- Comfortable with a 24*7 work environment.

- Confident, self-motivated, and a team player.

Interview Process:

1. HR Round
2. Assignment (as per the process)
3. Versant (As per process requirement)
4. Operations Round

Perks and Benefits:

- Provident Fund (PF) Deduction
- Employee State Insurance (ESI) Deduction
- Transport Facility during odd hours (depending on process)
- Medical Insurance (As per eligibility)
- Opportunities for Growth: Qualified candidates will be eligible for internal job promotions (IJP's) after 18 months of service, facilitating cross-functional movement within the organization.

Job Description

Sr. Technical Support/Associate-
Technical Support



- **Job Description and Skill Matrix**

- BE, B. Tech (Computers & E&TC will be preferred), MCA, MCM, BCA and BSc (Other graduates with relevant experience / knowledge can also apply)
- 0-2 years of experience in Technical Support, Service Desk will be an added advantage
- Role is providing technical support - L 1.0 / 1.5 Technical Troubleshooting for (Customer Domain) customers
- Work Location is Tech Mahindra, Noida

Skill Set:

- Serve as the first point of contact for clients seeking IT (Information Technology) technical assistance via phone, e-mail, or chat.
- Identify, prioritize, and confirm resolution of reported problems.
- Providing support based on SoP's/Knowledge base articles for L1 Service Desk support.
- The out-of-scope/unresolved tickets would be directly escalated to the appropriate resolver groups as per agreed escalation matrix.
- Maintain CSAT (Client Satisfaction) while minimizing escalations to the Management team.
- log all incoming incidents or requests and document all actions taken to resolve in the ITSM tool.
- Provide follow-up status to Customer's end-users in accordance with specified support policies and procedures.
- Support in managing/maintaining Knowledge articles.
- Adhere to Customer's Service Desk policies and procedures.

Technical Skill:

- Basic Networking, Desktop Support/Application Support, ITIL-trained will be added advantage.

Mandatory:

- Should be open to working in shifts (including night shifts) & 24*7 working environment.