



Raj Kumar Goel Institute of Technology

5th KM. STONE (OPP. JAIN TUBE CO. LTD.), DELHI-MEERUT ROAD,
GHAZIABAD (U.P.) - 201003

FAX : (0120) 2788350 TEL. : (0120) 2788273, 2788409, 2788447

Notice

10th November, 2014

RKGIT/83/CRC/2014-15

Attn: B.Tech All Branches Final Year Students (Batch-2015).

Subject: Recruitment Drive of IBM India Pvt. Ltd.

IBM India Pvt. Ltd. is conducting a recruitment drive for B.Tech All Branches Final Year students. The details are as follows:

About the company:

IBM has been present in India since 1992. IBM India's solutions and services span all major industries including financial services, healthcare, government, automotive, telecommunications and education, among others. As a trusted partner with wide-ranging service capabilities, IBM helps clients transform and succeed in challenging circumstances. The diversity and breadth of the entire IBM portfolio of research, consulting, solutions, services, systems and software, uniquely distinguishes IBM India from other companies in the industry.

IBM has been expanding its footprint in India - and has a presence in over 200 cities and towns across the country - either directly or through its strong business partner network. IBM India has clearly established itself as one of the leaders in the Indian Information Technology (IT) Industry - and continues to transform itself to align with global markets and geographies to grow this leadership position. Widely recognized as an employer of choice, IBM holds numerous awards for its industry-leading employment practices and policies.

About the Business Unit we are hiring for: Global Technology Services:

Global Technology Services (GTS) brings together all of IBM's worldwide service delivery capabilities for Strategic Outsourcing with strong local and regional management teams supported by a set of key global competencies including Security, Asset & Risk Management (SARM), End User Support (EUS) and Server Systems Operations (SSO). We are currently hiring for the End User Support unit.

Date/Day of Interview	:	11 th Nov 2014 (Tuesday)
Reporting Time	:	8:30 AM sharp
Venue	:	ABES Engineering College, Campus 1, 19th KM Stone, Delhi-Hapur By-Pass Road, NH-24, Vijay Nagar, Ghaziabad
Job Location	:	Hyderabad or Bangalore
Criteria	:	No criteria
Contact Person (ABES College)	:	Mr. Sanjeev Srivastava (9953320290, 9999889378)

Job Description:

Providing Voice support to IBM Internal End Users and External Commercial Account End Users across North America, EMEA & AP. The job will require you to handle inbound calls / emails / chats regarding technical issues for end users.

- Remote infrastructure support delivery
- Perform problem cause analysis
- Resolve routine customer problem
- Ability to Identify Opportunity & Implement Process Improvements
- Has technical experience and skills in the areas of problem determination, creativity and analysis
- Ability to meet a set of defined account agent productivity measurements

Mandatory Skills:

- Understanding of operating systems, Windows 2000/NT/XP configuration options and troubleshooting
- Browser Support - Internet Explorer
- Strong computer skills
- Proficient in network connectivity troubleshooting, TCP/IP, Dial-up, Token Ring, Ethernet, LAN/WAN
- Excellent oral and written communication skills
- Excellent customer service orientation
- Neutral accent

Desired skills:

- Ability to identify basic hardware parts and aware of basic hardware concepts
- User level familiarity with at least one e-mail client - Outlook, Notes, etc.
- Skilled in commercially standard software applications and major desktop operating systems
- Awareness of basic networking concepts and technologies
- Questioning skills /probing skills, as relevant to the issue and level of the caller

Raj Kumar Goel Institute of Technology

5th KAL STONE (OPP. JAIN TUBE CO. LTD.), DELHI MEDIUM ROAD,

BHAZIABAD (U.P.) - 201003

FAX : (0120) 2786273, 2786274, 2786275

Additional Information:

- Working in night shifts is a mandate
- Candidate should not have any backlogs in order to qualify for the test and interview process

Selection Process:


- Initial screening and assessment of communication skills (In Person)
- Voice & Accent assessment (Telephonic or In-Person)
- Technical Interview (Telephonic or In-Person)

Documents to be carried for the event (original & one set of photocopies):

- Resume.
- Education all year mark sheets for the highest degree attained / pursuing.
- Education degree certificate (if course is completed).
- Government issued photo ID card.

Notes:

- **College ID card is must for the drive.**
- **All eligible and interested students are requested to register for transportation with CRC by 4:00 PM on 10 November 2014. Transport will be arranged for registered students only.**
- Students are required to dress formally and should carry their College ID card, two set of resume, two passport size photographs along with original and photocopy of their academic mark sheets and certificates.


Prof. Dilip Moza

Head-CRC

Cc:

Mr. Praveen Kumar -Faculty Representative-CSE
Mr. Nikunj Kumar-Faculty Representative-CSE
Dr. Tapsi Garg-HOD-CSE
Mr. Nand Kishor Yadav -Faculty Representative-CSE 2nd shift
Mr. Shailendra Gaur-HOD-CSE 2nd shift
Ms. Priya Rana-Faculty Representative-IT
Mrs. Neha Jain-Faculty Representative-IT
Dr. R. K. Gupta-HOD-IT
Mr. Vaibhav Sharma-Faculty Representative-ECE
Mr. Ankit Tripathi--Faculty Representative-ECE
Mr. Sandeep Bhatia-Faculty Representative-ECE
Mr. Prakash Chandra Mishra-Faculty Representative-ECE 2nd shift
Mr. P. C. Shrivastava-HOD-ECE
Mr. Pavan Shukla-HOD-ECE 2nd shift
Mr. Vikas Rajput-Faculty Representative-EEE
Mr. Sumit Maheshwari-Faculty Representative-EEE
Mr. Kuldeep Bajpai-Faculty Representative-EEE
Mr. J. G. Yadav-HOD-EEE
Mr. Mayank Agarwal-Faculty Representative-AEI
Mr. Anuj Kumar-HOD-AEI
Mr. J. K. Gupta-Faculty Representative-ME
Dr. Ravi Shankar Prasad-HOD-ME
Mr. Shrikant Bhardwaj-Faculty Representative-ME 2nd Shift
Mr. Manish Sharma-Faculty Representative-ME 2nd Shift
Mr. Umesh Jha-HOD-ME
Mr. Upesh Bhatnagar-For Website update

Mr. Vipul Goel-Accounts Office
Prof. V. K. Singh-Dean 2nd shift
Shri H. G. Garg, Dean, RKGIT - GZB
Dr. S. C. Gupta- Director Academics
Dr. D. R. Somashekar, Director, RKGIT - GZB
Prof. B. K. Gupta, Advisor, RKGIT - GZB
Shri Dinesh Kumar Goel, Chairman, RKGIT