



College of Engineering Roorkee (COER)



(Governed by Seth Roshan Lal Jain Trust- Estd. : 1998)

Recognized by AICTE Affiliated to Uttarakhand Technical University

Post Box No. 27, 7th Km. Roorkee-Haridwar Road, Vardhamanpuram, Roorkee (U.K.) 247667

Tele : Reception : 8755319302, 9027916020, Admission Cell : 9027916029, Dy. Registrar (Academics) : 9027916036

Email : coeradmission@gmail.com, registrar@coer.ac.in Visit us at : www.coer.ac.in

COER/T&P/21/11/15

Date: 24/11/2021

PLACEMENT NOTICE

Virtual Recruitment drive by HP Inc

FOR B.Tech All / BCA / BBA / B.Com for 2022 Passout

Name of Company: HP Inc

Job Title

Technical Support – Voice Process – Customer Care Centre, Bangalore

What a Technical Support Voice Process individual does at HP:

- Manage a high volume of inbound and outbound customer phone calls, emails, chats, and orders
- Ability to troubleshoot and fix Hardware/ Networking/OS related queries over the phone
- Ability to provide solutions to customers that may involve selling the customer a product or service to fix the issue
- Must possess the zeal to demonstrate Customer First culture in every interaction

Individuals, who do well in this role at HP, usually possess:

- Should demonstrate good analytical/logical approach on troubleshooting for resolving Hardware & Software issues
- Must have good typing skills
- High level demonstration of Interpersonal & communication skills, with multiple internal and external stakeholders
- Should have excellent Customer Relationship Management skills, Email/Chat Etiquettes, and good time management skills
- Must be open to working in rotational shifts
- Having an A+, N+, MCSA, MCSE Technical certifications would be an added advantage
- Must have good communication skills in English (Spoken and Written) and Hindi (Spoken Only)
- Basic computer hardware knowledge

Job Role

The Job Role would be for the Tech Support – Voice Process which would be a Call Taking Role in the Customer Service Business Unit at HP Inc. The detailed JD is enclosed for your perusal.

The Stipend would be INR 20000 per month

The work location is Bangalore (currently Work from home). In case office opens next year, interns are expected to Work out of Office location for 5 days a week (Monday – Friday). Students can avail office cab facility for commuting.



College of Engineering Roorkee (COER)



(Governed by Seth Roshan Lal Jain Trust- Estd. : 1998)

Recognized by AICTE Affiliated to Uttarakhand Technical University

Post Box No. 27, 7th Km. Roorkee-Haridwar Road, Vardhamanpuram, Roorkee (U.K.) 247667

Tele : Reception : 8755319302, 9027916020, Admission Cell : 9027916029, Dy. Registrar (Academics) : 9027916036

Email : coeradmission@gmail.com, registrar@coer.ac.in Visit us at : www.coer.ac.in

Eligibility

- Only the students who do not have any current backlogs are eligible to apply for the Internship Program.
- The students from all Branches of Engineering are eligible to apply for this Internship Program.

There will be 3 different Log-In timings as mentioned below and the interns will have to work for 9 Hrs each day depending on the Log-In time. The Shift Time however will be at the discretion of the HP Inc Managers.

- 6:30 AM
- 9 AM
- 1:30 PM

Interview process

- Round 1 will be Hire pro tool test
- Round 2 will be Ops cum soft skill round
- Round 3 will be the HR round.

Internship Clause

Please note that the Interns will receive the Internship Certificate ONLY after successfully completing the assessment phase

The Internship will be considered Null and Void in case Interns backout before the assessment.

Link for Registration -<https://forms.gle/Ni4xTmUidoi15bSq6>

Interested Students must register on the link by 11 AM on 25/11/2021



**(Kamlesh Chamoli)
Sr. Executive**

Training and Placement Department

CC:

- 1) P.S. to Hon'ble Director General for information.
- 2) P.S. to Director for information.
- 3) HOD- B.Tech All / BCA / BBA / B.Com