



TRAINING PLACEMENT & INDUSTRY INTERFACE DEPARTMENT SWAMI VIVEKANAND SUBHARTI UNIVERSITY

(Established under U.P. Govt. Act no. 29 of 2008 and approved under section 2(f) of UGC Act 1956)
Ph. 0121-2439043, 2439052, +91 7302319995; Telefax: 0121-2439067
e-mail: placement@subharti.org, Website: www.subharti.org



Ref. No. Dir/T&P/2025-26/65

Date: 11th Mar. 2026

PLACEMENT NOTICE

Subject: Recruitment Drive of Capgemini for all Graduates (3 year courses) and Diploma 2026 passing out students (2025 passed out students can also apply)

Jai Hind,

This is to inform Faculty of **Management, Science, Polytechnic and all Graduates (3 year courses) and Diploma 2026 passing out students (2025 passed out students can also apply)** that **Training, Placement & Industry Interface Department of Subharti University, Meerut** is conducting Recruitment Drive of **Capgemini** The details are mentioned below.

1	Company	Capgemini
2	Type	Will be informed later
3	Date of Drive	Will be informed after registration
4	Company Profile	CSG is Capgemini's Cloud & Infra Services' (CIS) first line of defense managing IT infrastructure incidents and service requests via Business Intelligence Approach using legacy (email and voice) and digital contact channels (chat, SSP, BOTs, etc.). CSG works in cohesion to offer optimized, proactive, predictive and user centric IT support solutions for Capgemini's CIS division global customer base. Based on your profile and assessment performance, we would like to offer you an opportunity to be a part of Customer Support Group where you enable speedy and satisfactory incident resolution/escalation to improve the experience of end user. You are required to be flexible in working with clients (24 x 7 rotational shifts) across different Regions and time zones.
5	Website	https://www.capgemini.com
6	Stream	B.Com , B.Com(H) , BBA , BCA , BSC
7	Position	Associate
8	Job Description	<p>Provide best-in-class customer service/problem resolution and technical troubleshooting to customer queries over the voice-based phone service and other contact channels and should be willing to multi-task across different channels of support</p> <p>Ticket Management – Prioritize the urgency of the ticket, right categorization based on issues of the ticket, track status of the ticket (On-hold, Open, closed & resolved), Keep customers informed on status etc.</p> <p>Business intelligence – use ticket data and analysis, tools and use best practices in the account to support customer</p> <p>Service Delivery – It's our service to the customer and delivering what is expected</p> <p>Customer Management – How effectively you are interaction starting from Greeting to resolution and call closure is what is expected</p> <p>CHIP – Our intelligent AI BOT which help to answer customer query saving SD & customers time and effort on issue resolution. Also helps in making customer's experience better</p> <p>Service email retrieve – How effective are we in handling email as a contact channel and minimize hops between SD and the customer</p> <p>Knowledge Management – How effectively we manage the Knowledge base to resolve customer issues</p> <p>Service Marketing – Increase customer brand by bringing and here its Capgemini where we talk about tools where increase usage can help the customer</p> <p>Support customers across Telecommunication, Financial Services, Healthcare and Technology vertical/industries</p> <p>Troubleshoot customer issues related to internet - troubleshooting, Password</p>



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		<p>reset/session reset/renaming profile</p> <p>Meet customer requirements through first contact resolution (Resolve an issue in the first contact itself)</p> <p>Clarify customer requirements</p> <p>Probe for and confirm understanding of requirements or problem</p> <p>Greet customers in a courteous, friendly, and professional manner using agreed upon procedures</p> <p>Listen attentively to customer needs and concerns; demonstrate empathy</p> <p>Candidate should not have any backlog at the time of assessment and joining Capgemini</p>
9	Required Skills	<ul style="list-style-type: none"> • Should have excellent communication and English speaking skills. • Should have good interpersonal skills and ability to perform under pressure • Basic computing skills. • Willing to work in a 24/7 environment. • Candidates must be open to relocate to any location and work in night shifts.
10	Selection Process	<ul style="list-style-type: none"> • Only shortlisted candidates will be invited for the assessment / selection process. • Selection process will be done in virtual mode. • Candidates will be responsible for arranging required infrastructure for appearing for the selection process which will be conducted online.
11	Joining	Immediate
12	Job Location	Noida
13	Salary	3.25 Lacs (3 LPA + 25k one-time incentive)
14	Company Reg. Link	<ul style="list-style-type: none"> • https://app.joinsuperset.com/join/#/signup/student/jobprofiles/bd561102-3d53-4b17-85c2-34aaaa8267ea • https://forms.gle/GwZAg4WcwjWBLjg8
15	University Reg. Link	https://forms.gle/sFF7LRP4oqrSPtW1A

Note: Completion of both forms is mandatory. If any student will fill only one form college/university will not consider him or her and would not be able to provide any further support regarding the same. **All the candidates need to register on the given link to attend this drive till 31st March, 2026, 11:59 PM**

CC:

Hon'ble Vice Chancellor Sir (For his kind Information)
Registrar Sir
Dean: Faculty of Management, Science, Polytechnic
T & P Coordinator