

# Campus Notice- AMAZON

## CAMPUS DRIVE FOR BE (AI) & MCA 2019 BATCH

Amazon.com:- Amazon.com strives to be the Earth's most customer-centric company where people can find and discover virtually anything they want to buy online. By giving customers more of what they want - low prices, vast selection, and convenience Amazon.com continues to grow and evolve as a world-class e-commerce platform. Amazon's evolution from Web site to e-commerce partner to development platform is driven by the spirit of innovation that is part of the company's DNA. The world's brightest technology minds come to Amazon.com to research and develop technology that improves the lives of shoppers and sellers around the world.

**Date of Campus:** - 13th Feb 2019 Reporting Time: - 09.30 A.M

**Venue:** - MIT Ujjain (Civil Auditorium)

**Criteria:** - No % Criteria

**Job Profile:** - Customer Service Associate (VCS) – India

**Virtual Customer Service (VCS)** - It is a 'Work from Home' model for India CS. VCS associates are expected to work from a home location approved by Amazon for all scheduled hours. It is the responsibility of the associates to ensure uninterrupted internet connectivity and 'work-like' environment at home location so that associates can deliver their best in terms of productivity and quality.

### Desired skills:

- # Action oriented, self-disciplined and organized
- # Effective time management skills and ability to prioritize work time to ensure productivity and department standards
- # Ability to communicate clearly with both internal and external customers
- # Good comprehension skills - ability to clearly understand and address customer issues appropriately
- # Good composition skills - ability to compose grammatically correct, concise, and accurate written responses
- # Ability to use a desktop/Laptop computer system, Familiarity with Windows 7, Microsoft Outlook, and Internet Explorer
- # Good typing skills

### Preferred Criteria:

- # Should be self-driven, motivated and task driven individual who can learn fast and operate with minimal support from Manager and Lead.
- # Should ensure uninterrupted internet connectivity during working shift so as to ensure maximum productivity
- # Should ensure 'Work-like' environment with no disturbance during the work hours.
- # The ideal candidates will be comfortable in a fast-paced, multi-tasked, high-energy environment. They will be creative and analytical problem solvers with a passion for excellent customer service.

### Customer Focus:

- # Excellent customer service skills, including maintaining focus on the customer issue in a fast-paced environment
- # Ability to empathize with and prioritize customer needs
- # Demonstrates interpersonal skills with a diverse customer base
- # Demonstrates conflict resolution, negotiation, and de-escalation skills
- # Demonstrates ownership to resolve challenging customer issues, escalating when necessary
- # Ability to determine customer needs and provide appropriate solutions
- # Maintain regular and reliable attendance, including the daily schedule as assigned
- # Flexible with the working schedule; may be expected to work weekends, holidays and events
- # Ability to work overtime as required by business - as much as 60 hours a week, most often occurring in the weeks surrounding the Christmas holiday season

**Problem Solving Skills:**

- # Effective problem solving skills including decision making, time management and immediate prioritization of tasks as assigned
- # Ability to approach problems logically and rationally
- # Action oriented and self-disciplined
- # Organized and detail-oriented
- # Ability to quickly and effectively prioritize work time in various departments to meet business need
- # Ability to maintain composure in highly escalated situations

**Process:-** Personal Introduction Round

- # Online Testing- (Overall 3 Online Tests)
  - # Voice Versant Test (Conducted Over a telephone)
- (Note: All rounds are elimination rounds)

**Salary + Additional Benefits: - CTC 1.40 to 1.58 LPA**

- # Laptop Provided by Amazon
  - # Night Shift Allowance
  - # Zeta Meal (food) Card
  - # Overtime Allowance
  - # Internet Reimbursement
- (Note: All benefits, allowances and overtime are paid over and above the CTC mentioned)

**Job Location:-** Indore/ Bhopal

**Working Shift: -** Rotational

**Candidates are required to carry:**

1. 2 Copies of Resume & 2 Passports sized color photographs
2. Original & Attested photocopies of mark sheets & certificates from 10th onwards till qualifying exams
3. Original College ID card and Photo ID proof