

Integrated Virtual Off Campus Drive - Amazon Internet Service Private Limited (AWS) -B.E/B.Tech (All Stream)- 2020 & 2021 Batch

IMPORTANT

1. Interested students are advised to register up to 08th Mar, 2022 on below mentioned link:-
Registration link: <https://forms.gle/EEc87pz2XgfJ1BBh6>
2. Registration is compulsory to participate in campus drive.

Company: Amazon Internet Service Private Limited (AWS)

About Company: <https://aws.amazon.com/>

Amazon is committed to a diverse and inclusive workplace. Amazon is an equal opportunity employer, and does not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, disability, age, or other legally protected status

AWS Customer Service, within ADCI, provides global support to a wide range of external customers as they build mission-critical applications on top of AWS services such as Amazon S3 and Amazon EC2. AWS Support team helps AWS customers understand what Cloud Computing all is about, and whether it can be useful for their business needs. This team also helps with account and billing related inquiries, and interface with Amazon teams focusing on AWS to provide the perspective of the Voice of the Customer.

Recruitment Drive Dates: will notify in shortly
Branches: - B.E./B.Tech (All Stream) – 2020 & 2021 passed out batch
Eligibility Criteria: - NO % Criteria
Gender: Male/Female Candidates
Designation / Position: Technical Customer Support Associate
Job Location: Bangalore

Roles And Responsibilities:

- Providing prompt, efficient, detailed, customer-oriented service to Amazon's AWS customers.
- Working with other customer support teams to ensure a consistent and high-quality level of support.
- Being a voice and advocate for our customers when something doesn't feel right.
- Driving projects that improve support-related processes.
- Working with customers to understand how they use AWS services and providing valuable feedback to business and development teams.
- Acting as an advocate for our customer, reporting and acting on observed areas for improvement.
- Actively seeking solutions to customer needs, communicating trends to leadership, and suggesting innovative solutions on behalf of the customer experience.
- Assisting with customer communication during Amazon's AWS critical launches and support events.
- Assuming responsibility for developing detailed knowledge about specific product lines and features.
- Making sure internal knowledge reference pages are updated. • Driving projects that improve support-related processes.
- Working with customer support teams to ensure a consistent and high-quality level of support.

Skills/Expectations:

- Candidate must have excellent oral and written communication skills
- Candidate should have completed at least bachelor's degree in any Engineering stream
- The candidates should have completed graduation & must be available to join in March

Recruitment/Selection Process:

Step 01: Candidate Registration & Pre-recruitment briefing to candidates

Step 02: Written & Verbal Communication Test

Step 03: Pre-placement Talk & Q&A Session & Application Process

Candidates shortlisted from Step 02 & 03, will have to attend the process on Day 2.

Step 04: Online Analogue Test

Step 05: Technical Round 1 Interview Rounds

Step 06: Technical Round 2 Interview Round

Step 07: HR Interview Rounds

CTC/Salary/Stipend: Best in the industry. Salary is not a bar for deserving candidates.

Tentative duration of training/probation period: 1 Year

Bond or service agreement: None.

Joining: Immediate (within one month). It would be WFH for the time being

Timing and other relevant details will be shared Soon.