


<p>Company Logo</p>	
<p>Company Name</p>	<p>Hinduja Global Solutions</p>
<p>Company Profile</p>	<p>A global leader in business process management (BPM) and optimizing the customer experience lifecycle...</p> <p>HGS is helping make its clients more competitive every day. HGS combines technology-powered services in automation, analytics, and digital with domain expertise focusing on back-office processing, contact centers, and HRO solutions to deliver transformational impact to clients</p>
<p>Company Website</p>	<p>www.teamhgs.com</p>
<p>Domain</p>	<p>BPO</p>
<p>CTC</p>	<ul style="list-style-type: none"> • INR 2,34,000 inclusive of up to INR 24,000 (Performance Based Incentive per year paid out in Monthly installments)
<p>Designation</p>	<p>Trainee Process Consultant (Voice)</p>
<p>Job Description</p>	<ul style="list-style-type: none"> • Processing claims/handling incoming calls/making outgoing calls and take appropriate actions as per the process guidelines. • Understand the basic professional standards and established procedures, policies before taking action and making decisions. • Maintain customer satisfaction ratings through TAT and quality standard basis client SLA's • Use company policies to determine if there can be an immediate resolution to a customer issue or if that issue requires managerial input <p>Input data into the company platform to keep each customer record updated</p> <p>Responsible for multiple administrative and customer service layers that includes solving customer issues through review, investigation, adjustment (if necessary), remittance or denial of the claim by utilizing company policies and directing queries to the managerial team when necessary.</p>

	Individuals should have commitment to customer satisfaction and an ability to make quick and accurate decisions.
Eligibility Criteria	B.Sc, B.Com, BBA, BA (any discipline) Graduating in 2020 with minimum 60% aggregate throughout the academics and with no backlogs need to apply.
Skills Required	<ul style="list-style-type: none"> • Good Oral and Written communication Skill - English • Basic Telephone Etiquettes & MS Office • Typing Skills minimum 25 WPM with 85% accuracy & Basic System Navigation Skills
Interview Procedure	<p>First Round : JAM Second Round : Online test Third Round : Voice Test Fourth Round: Operations Manager Round</p>
Student Information	<ul style="list-style-type: none"> • Carry an updated Resume along with the Govt ID proof with you on the day of interview • Attend mandatory training sessions to stay updated on product or company policy changes • Adhere to attendance and punctuality norms.