BASANTI DEVI COLLEGE

Amazon CS Campus Recruitments - CCU

30.04.2021

Amazon Customer Service Team would be starting Campus recruitment drives for 2021 passing out students and we are glad to invite you to participate in this event.

Due to the pandemic, we would not be conducting interviews at the college venue; however the interviews would be conducted virtually online.

PFB basic requirements needed for candidates to attend the interview process:

1. Laptop or Desktop with web cam (Mandatory)

2. Good quality headset with mic (Mandatory)

3. High Speed Internet (Mandatory)

4. Latest version of Google Chrome with flash player (Mandatory)

PFB the skill and package details:

Skill	Virtual Technical Support International Voice (WFH)
Base Pay	275500 PA

Interview Process:

1. Online Pre English Test
2. Online Test (4 online test)
3. Voice Versant Test
   (Needs to be taken on telephone or on computer with high internet speed and good quality headphones)

Additional Benefits:

1. System to be provided by Amazon

2. Night Shift Allowance (If working in night shift)

3. 1100 Rs Zeta Meal vouchers every month

4. Overtime Allowance

5. Internet Allowance

6. Health insurance

Important Note:

1. Candidates should be comfortable working in rotational shifts (including night shifts) with rotational week offs.

2. Candidates should be residents of CCU.

PFB what we expect from Campus:

1. Online Assessments should be taken from the place the candidate is based out of currently and not at the college venue (Due to the pandemic)

2. All assessments are proctored, incase of any malpractices all application from the campus would not be considered.

3. Candidates should have Laptop or Desktop with good internet speed, headphone with mic and web camera to take the test.

4. Candidate should complete the interview within 24 hrs from the time the test has been triggered. Post 24 hrs the application would be invalid.

5. Candidates should be open to work in rotational shifts with rotational week offs.

6. Candidates will have to go through 4-5 online assessments based on scores.

7. Each round is an elimination round.

8. Candidate have to make sure that they have good internet speed and power backup to take the tests, as once the test shows as complete it can not be taken again.

9. Once the tests starts, the proctor view should not be closed. If it is closed the account will get disabled and moved to reject bucket.

PFB rounds:

First round: PET- https://ams.hirepro.in/s3_cached/hirepro-content/amzcsin/branding/pdfs/Amazon-HirePro-Preliminary-English-Test.pdf

Second round: CA- https://ams.hirepro.in/s3_cached/hirepro-content/amzcsin/branding/pdfs/Amazon-Cultural-Assessment.pdf

Third round: VWT- https://ams.hirepro.in/s3_cached/hirepro-content/amzcsin/branding/pdfs/Amazon-Versant-Written-Test.pdf

Fourth round: Technical Test.

Based on scores:

Fifth round: VJT- https://ams.hirepro.in/s3_cached/hirepro-content/amzcsin/branding/pdfs/Amazon-Virtual-Job-Tryout.pdf

Please contact Prof. Ankhi Sen Sanyal (+91 98301 12110) for further enquiry

Virtual Technical Support-VTS-India

An Amazon Technical Support Associate is a critical part of our mission to deliver timely, accurate and professional Technical Support to all Amazon customers. This vital position requires an action-oriented, flexible problem-solver who will assist customers in resolving customers queries related to various Amazon products and content, in a timely and accurate manner. Associates communicate with customers primarily through email, chat and phone and utilize a variety of software tools to navigate customer accounts, research and review policies and communicate effective solutions in a fun and fast-paced environment.

Are you curious about new platforms and technologies and have a desire to deliver world-class customer service? Are you excited by the idea of owning a problem and innovating on behalf of customers? Can you deal with ambiguity and keep up with the pace of a company whose cycles are measured in weeks, not years?

Amazon introduced the first Kindle in 2007 — at that time, it offered 90,000 eBooks and sold out 5.5 hours after the announcement. Since then, we have expanded to become the best-selling e-reader family in the world. We have gone beyond Kindle with our powerhouse Fire tablets, built for work and play with our Fire operating system. For streaming media lovers, we have created Amazon Fire TV, Fire TV Stick, and Fire TV Edition with voice search. Fire TV devices come with access to 500,000 movies, TV shows, and tens of thousands of channels, and apps. In 2014, we introduced Amazon Echo and Alexa, the voice service that powers Echo and other devices so customers can play music, control their smart homes, and get information, news, weather, and more using just their voice. Alexa is now integrated with over 20,000 third party devices from 3,500 brands. Alexa has 50,000 skills and developers in 180 countries. ***Want to know more, join our team!***

Job Description

Technical Support Associate- VTS- India:
Virtual Technical Support (VTS) - It is a **'Work from Home'** model for India D2 VTS which deals with Devices & Digital content. VTS 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.

Knowledge & Skills Required

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
- Well versed with different features of smart devices and application
- Knowledge about Amazon Devices & Digital content
- Should be flexible to work in shifts

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 Technical Support 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

Qualifications required
Minimum qualification is 10 + 2. Any graduate/ PG is eligible to apply

Shifts: Rotational
Benefits: NSA, OT, ZETA and Internet Reimbursement

About Amazon.com

"Many of the problems we face have no textbook solution, and so we-happily-invent new ones." – Jeff Bezos

Amazon.com – a place where builders can build. We hire the world's brightest minds and offer them an environment in which they can invent and innovate to improve the experience for our customers. A Fortune 100 company based in Seattle, Washington, Amazon is the global leader in e-commerce. Amazon offers everything from books and electronics to apparel and diamond jewelry. We operate sites in Australia, Brazil, Canada, China, France, Germany, India, Italy, Japan, Mexico, Netherlands, Spain, United Kingdom and United States, and maintain dozens of fulfillment centers around the world which encompass more than 26 million square feet.

Technological innovation drives the growth of Amazon, offering our customers more selection, convenient shopping,

and low prices. Amazon Web Services provides developers and small to large businesses access to the horizontally scalable state of the art cloud infrastructure like S3, EC2, AMI, CloudFront and SimpleDB, that powers Amazon.com. Developers can build any type of business on Amazon Web Services and scale their application with growing business needs.

We want you to help share and shape our mission to be Earth's most customer-centric company. Amazon's evolution from Web site to e-commerce partner to development platform is driven by the spirit of invention that is part of our DNA. We do this every day by inventing elegant and simple solutions to complex technical and business problems. We're making history and the good news is that we've only just begun.

About Amazon India

Amazon teams in India work on complex business challenges to innovate and create efficient solutions that enable various Amazon businesses, including Amazon websites across the world as well as support Payments, Transportation, and Digital products and services like the Kindle family of tablets, e-readers and the store. We are proud to have some of the finest talent and strong leaders with proven experience working to make Amazon the Earth's most customer-centric company.

We made our foray into the Indian market with the launch of Junglee.com, enabling retailers in India to advertise their products to millions of Indian shoppers and drive targeted traffic to their stores. In June 2013, we launched www.amazon.in for shoppers in India. With www.amazon.in, we endeavor to give customers more of what they want – low prices, vast selection, fast and reliable delivery, and a trusted and convenient online shopping experience. In 2 years since launching our India operations, we have expanded our offering to over 22 million products across 100s of stores! Our philosophy of working backwards from the customers is what drives our growth and success.

We will continue to strive to become a trusted and meaningful sales and logistics channel for retailers of all sizes across India and a fast, reliable and convenient online shopping destination for consumers. For us, it is always "Day 1" and we are committed to aggressively invest over the long-term and relentlessly focus on raising the bar for customer experience in India.

Amazon India offers opportunities where you can dive right in, work with smart people on challenging problems and make an impact that contributes to the lives of millions. Join us so you can - Work Hard, Have Fun and Make History.

About the Customer Service Team

Our Amazon Contact Centers work towards a single goal: to deliver the best possible support experience to our customers. To do that, our CS Operations teams are empowered and expected to think like owners. We solve problems the first time so that customers have an effortless experience every time.
Building on Amazon's global mission of being the 'Earth's most customer-centric company', the Customer Service team started operations in August 2005 and has grown steadily in size and scope since then. We provide 24/7 support to customers across North America, UK, India, Australia and Canada. Our Team members are empowered to think like owners and resolve customer problems via phone, email or live chat. We operate in a fast-paced, dynamic environment and make an impact to millions of customers across the globe.

Our relentless focus on process improvements has helped us continuously evolve and expand our focus into new business domains.

About Digital & Devices Technical Support Team

Our Amazon Devices and Digital Technical Support team has a motto: which is one team, one passion and one goal.

In order to stay true to our moto, our Technical Support Associates focuses on providing first contact resolution to customer queries. To do that, our Technical Support Operations teams are empowered and expected to think like owners and provide a happy and effortless experience every time, to our customers.

We share and contribute to Building on Amazon's global mission of being the 'Earth's most customer-centric company', the Technical Support team started independent operations in Jan 2016 and has grown steadily in size and scope since then. We provide 24/7 support to customers across North America, UK, India, Australia and Canada. Our Team members are empowered to take ownership and serve customers delightfully. We operate in a fast-paced, dynamic environment and make an impact to millions of customers across the globe, since we are 'Customer Obsessed".

We are continuously evolving and expanding our focus on different domains and channels, by focusing on process improvement.