Chandigarh Group of Colleges takes this opportunity to invite students from your institute to a joint campus placement drive by **IBM India Pvt Ltd** for **Any Graduate, Any Post Graduates, Diploma Holders** students of 2011 & 2012 passed out batches. The details are as follows:

**About the Company:**
IBM is a global technology and innovation company that stands for progress. With operations in over 170 countries, *(Website: www.ibm.com/in/en)*

<table>
<thead>
<tr>
<th><strong>Name of Company</strong></th>
<th>IBM India Pvt Ltd</th>
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<tbody>
<tr>
<td><strong>Date of Event</strong></td>
<td>15th January 2013</td>
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<tr>
<td><strong>Venue</strong></td>
<td>Chandigarh Group of Colleges, Landran, Mohali</td>
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<td><strong>Streams Eligible</strong></td>
<td>Any Graduate, Any Post Graduates, Diploma Holders</td>
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<td><strong>Eligibility Criteria</strong></td>
<td>55% or 5.5 CGPA (aggregate of all semesters) Percentage aggregate considered only for the highest degree pursued.</td>
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**Desirable Skills**

- Fluency In Communications Skills (both spoken and written)
- Understanding of operating systems, Windows 2000/NT/XP configuration options.
- Browser Support - Internet Explorer.
- Strong computer skills required for initial call handling.
- Ability to identify basic hardware parts and aware of basic hardware concepts.
- User level familiarity with at least one e-mail client - Outlook, Notes etc.
- Skilled in commercially standard software apps & major desktop operating systems.
- Awareness of basic networking concepts and technologies.
- Proficient in network connectivity troubleshooting, TCP/IP, Dial-up, Token Ring, Ethernet, LAN/WAN.
- Excellent oral and written communication skills.
- Neutral accent.
- Questioning skills- probing skills, as relevant to the issue and level of the caller.

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<tr>
<th><strong>Batch</strong></th>
<th>2011 &amp; 2012</th>
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<tr>
<td><strong>Position</strong></td>
<td>Technical Help Desk - Service Desk Delivery (SDD)</td>
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**Job Profile**

- Providing E-Mail Technical Help Desk Services support to IBM Internal End Users and External Commercial Account End Users across North America, EMEA & AP. The job will require you to handle inbound calls / emails / chats regarding technical issues for end users.
- Remote Infrastructure support delivery
- Perform problem cause analysis
- Resolve routine customer problem
- Ability to Identify Opportunity & Implement Process Improvements
- Has technical experience and skills in the areas of problem determination, creativity and analysis.
- Ability to meet a set of defined account agent productivity measurements.

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<tr>
<th><strong>Job Location</strong></th>
<th>Bangalore</th>
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<tr>
<td><strong>Package</strong></td>
<td>2 LPA</td>
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<tr>
<td><strong>Process</strong></td>
<td>Group Discussion, Technical Interviews, Communication Assessment</td>
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**Note:** **Mandatory documents to be carried for the interview:**
1. Photo ID card (Driving License / Passport / Voter ID card / College ID proof)
2. Marks Sheets.
3. Highest Degree (for all the semesters)
4. Xth Degree Certificate/s
5. Resume
6. Passport Size Photo

**If you are employed in any of the company, please bring:-**

- Present organization offer letter
- Last 3 months pay slip / hike letter.

You are requested to intimate all the students of 2011 and 2012 passed out batches accordingly. The eligible and interested students are required to get registered themselves online at our college website: [www.cgc.edu.in](http://www.cgc.edu.in) at the provided link.

For queries, please feel free to calls us at 9781925274, 0172-3984241