

Sub : Pool Campus for 2018 batch – Amazon

Date 24th January 2018(Wednesday) : 9 a.m.

Venue : Meerut Institute of Engineering and Technology (MIET)

Baghpat Road Crossing,

Meerut Bypass (NH-58),

Meerut – 250 005, U.P.

Website : www.miet.ac.in

Phone Nos. : 0121 – 2439057 / 2439048/ 2439019

Company	Amazon India
Streams	Graduate(All streams) – 2016/2017/2018
Location	Noida
Role	Customer Service Associates

Compensation Details

L2 Email INR 1,97,000 p.a.

L2 Chat INR 2,06,000 p.a.

L2 Voice INR 2,28,000 p.a.

+ Transport Allowance

+ Night Shift Allowance

+ Sodexo Meal Coupons

+ Overtime Benefits

(Akanksha Agarwal)

Coordinator

MIET Group of Institutions

Baghpat Road Crossing,

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Meerut - 250005

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Amazon Customer Service Campus Recruitment - 2018

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 Jungle.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 4 years of launching our India operations, we have expanded our offering to over 100 million products across hundreds of categories. We are transforming the way India buys and sells and our philosophy of working backwards from the customers is what drives our growth and success.
 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.

Customer Service Associate

An Amazon Customer Service Associate is a critical part of our mission to deliver timely, accurate and professional customer service to all Amazon customers. This vital position requires an action-oriented, flexible problem-solver who will assist customers in expediting orders and correcting post-sales problems. Associates communicate with customers primarily through mail, 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.

Knowledge and Skill Required

- Excellent communication (written and verbal)
- Comprehension and problem solving skills
- Familiarity with MS-Office, Internet Explorer
- Good typing skills.
- Willing to work in a 24*7 environment

Qualification Required

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

Job Location

- Noida

Benefits

- Transport Allowance
- Night Shift Allowance
- Sodexo Meal Coupons
- Over Time benefits

Compensation Details

L2-Email: INR 197,000
 L2-Chat : INR 2,06,000
 L2-Voice: INR 2,28,000

Interview Process

- Personal Introduction Round
- Versant Test – Written & Spoken
- Operations Manager Round

Note: All rounds are elimination rounds