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Ref. No.:-GRD-IMT/DO/2021/TP-2 Date: 01/10/2021

PLACEMENT NOTICE

Subject: Solo Campus placement drive for BBA/B.Com-Batch-2021/2022

on 05.10.2021 (Tuesday)

This is to inform to all BBA & B.Com students that solo campus placement drive by **ILeads Auxiliary Services Pvt. Ltd. Dehradun** will be conducted on 05.10.2021 for BBA/B.Com-Batch-2021/2022

Following are the details:

1. Name of Company: ILeads Auxiliary Services Pvt. Ltd. Dehradun

2. Website: https://ileads.co.in/

3. About Company: Honored as "Award winner for India 500 Startup Awards 2019" and recognized by the "Department for Promotion of Industry and Internal Trade" as one of the fastest growing start ups, Ileads Auxiliary Services PVT LTD has expertise in Non-Voice and Voice projects like Client on boarding, Telesales & Support, Data entry, Recruitment, Customer Satisfaction Surveys, Collections etc. We are a team of 200+ professionals with experience in various domains together with a state of art infrastructure.

Ileads Auxiliary Services PVT LTD is pro at:

Staff

Technology

Infrastructure

Culture

Knowledge

We are coming up with a Ramp up process of IndiaMart with 500+ seats in Dehradun, likewise we are looking for mass hiring for the same. We would like to associate with you for the **CAMPUS RECRUITMENT DRIVE** for various job roles like, Team Leaders, Telesales Executives, Data executives, IT Executives etc.

JOB DESCRIPTION FOR TELESALES EXECUTIVE

EDUCATION: Minimum Graduate (or above) with 50% in any two (10th/12th/Graduation), Quantitative Aptitude and language test (min 60% scoring). **AGE:** 21 to 30 years.

COMMUNICATION: Good English & Hindi/ Local vernacular written & verbal Communication skills.

TECHNOLOGY: Good with computer handling, IOS & Android Mobile.

STARTING PACKAGE: 15K Per month at Dehradun, Day Shift

<u>How to Apply</u>: Interested <u>BBA/B.Com-</u> 2021/2022 Students (Exclusively from GRD IMT) must register online by 6 PM on 02.10.21 at https://forms.gle/LR3aNEcrP9vCqPpb7

Shall you seek any clarifications feel free to reach out to us, we will be more than happy to assist you.

Dr. Pankaj Chaudhary Director

Copy to:

- 1) P.S. to Hon'ble Chairman for the information
- 2) P.S. to Vice Chairman for the information
- 3) Director Management & Dean Academics
- 4) Registrar

Dr. Pankaj Chaudhary Director

Important:

- 1. All placement and internship assistance services are free of cost for the students and Expenses (if any) are borne by the Institute; Students are strongly advised not to pay any Fee/charge to any vendor for anything at any level
- **2.** T&P Cell has no role in selection or rejection of any candidate, convincing or pressure in any manner for any personal favour may attract disciplinary actions against such students.
- **3.** All Registered students must attend 100% preparation classes for above.
- 4. Kindly Read the attached company profile.



What we do @ileads

The fastest growing and leading BPO/KPO/ITES industry based company in Dehradun, India.

Besides, we have **7 years** hardcore experience in Calling / Data processing works. We have optimal quality infrastructure with 400 seats capacity along with unique out-sourcing support, highly capable leadership & skilled agents. We are centrally located which gives us better edge in Hiring Manpower.

We focus on strategic drivers like customer satisfaction, customer loyalty, and providing continuous improvements. Our excellence is in our time deliverables with highest quality assurance. We maintain practices & standards in our Operational Excellence Methodology such as regular SLA tracking, MIS, Quality Audits, Feedback, Process Improvements and Compliance. We focus on Identifying issues using simple lean methodologies, identifying the low-hanging fruits and sharing best practices based on our experience. The key deliverable of the Operational Excellence team is to facilitate and support our various internal stakeholders to improve the overall performance and service delivery to our clients.



Calling Service



Outbound Lead Generation



Outbound Collection



Submit Proposal



Inbound Customer Support



Inbound Query Handling



Customer Satisfaction Survey



Accounting / Financial Services



OCR/Scanning



Online Data Entry



Online Data Entry



CLIENT LIST













































About Us

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Our purpose is to let our clients focus on business strategies and growth while we do all support services needed for their organization to grow at an affordable expense.

We have delivered various projects related to tele calling and data entry processes of varying complexities for our clients spread across the globe. We focus on business support services which ensure increased efficiency and competitive advantage for our clients' business and thus to their end users.

ileads Auxiliary Services PVT LTD is pro at:

Staff

Technology

Infrastructure

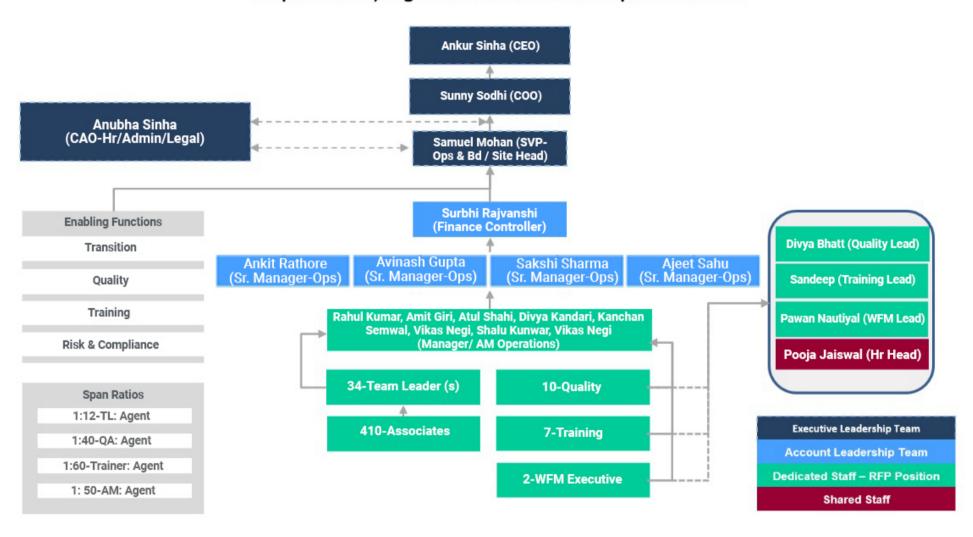
Culture

Knowledge

That's why our clients "STICK" with us!

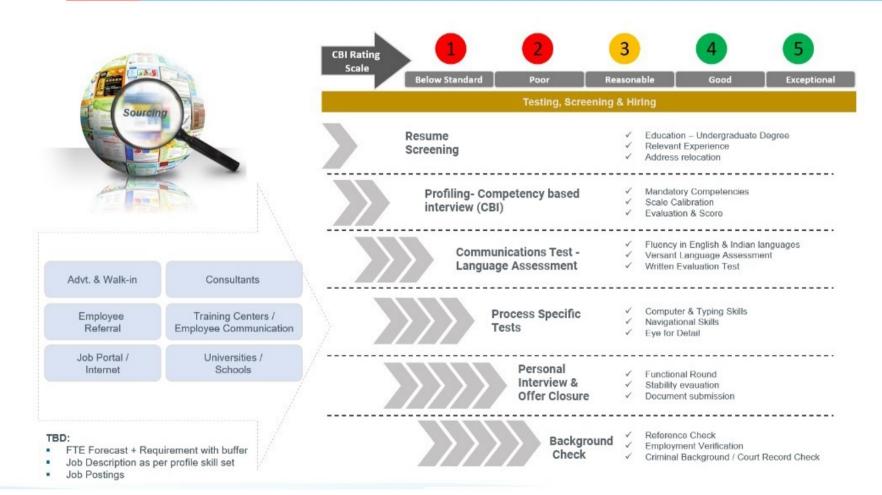


People Profiles, Organization Structure and Span Of Control:





Recruitment / Hiring Process



Induction / Orientation, Training & Process Onboarding

ON THE JOB TRAINING

Progressive log in hours with

SME and OA

Query tracker

emphasis on feedback & coaching

100% monitoring of transactions

Frequent feedback and coaching by

Daily refresher sessions basis top

errors observed through use of a

performance week wise targets

Daily tracking of advisor

0-30 days monitoring of training quality

LIVE

PKT's conducted monthly basis top errors observed

Buz Sessions

Quality assessment based on error trends & updates

Online business and industry update management through LMS.

Refresher Training on

- · Process updates
- · Top defect opportunities

DOMAIN TRAINING

Orientation to BPO and the **ITES Industry**

Awareness of corporate mission, policies & compliance

Employee Benefits

INDUCTION

Compliance Sign-offs Data privacy

Low Kept Percentage / Conversation Percentage (KP%)

Identified Gap ► Floor Matrix

Low Right Party Contact (RPC%)

Low Connect Rate

Focus Area

Understanding of the BPO / ITES Industry

Understanding the business delivery process

Soft skills & complaint handling Skills

Email writing skills

Domain Familiarization

Industry Competitors

11

TNI Pyramid

Negotiating

Products and Services

Operations Input >

Quality Input >

Training Input ▶ End Customer Input ▶ ◄ Floor (SL's) Service Levels

◆ Top 5 Defects (CQ Scores)

◄ Product Knowledge Test (PKT) Scores

◀ Escalations / Customer Feedback

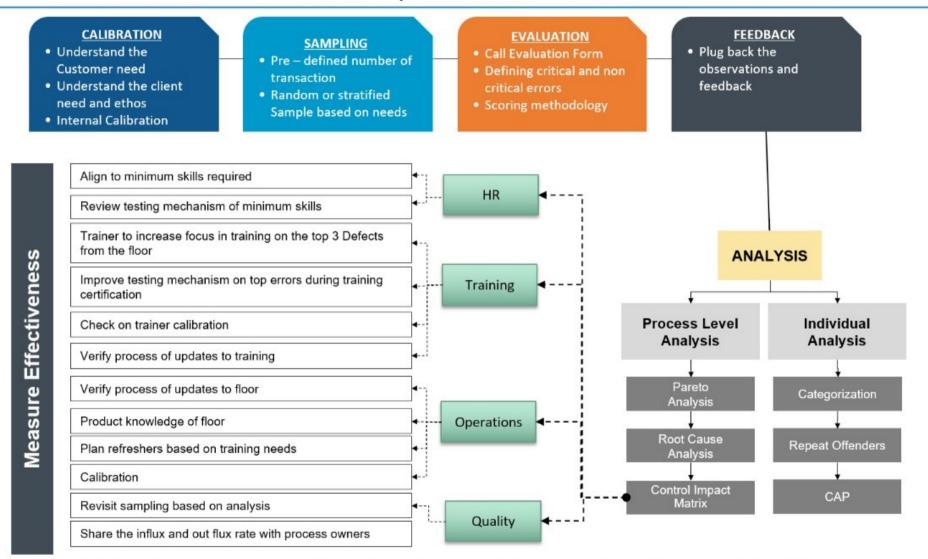
TNI Approach

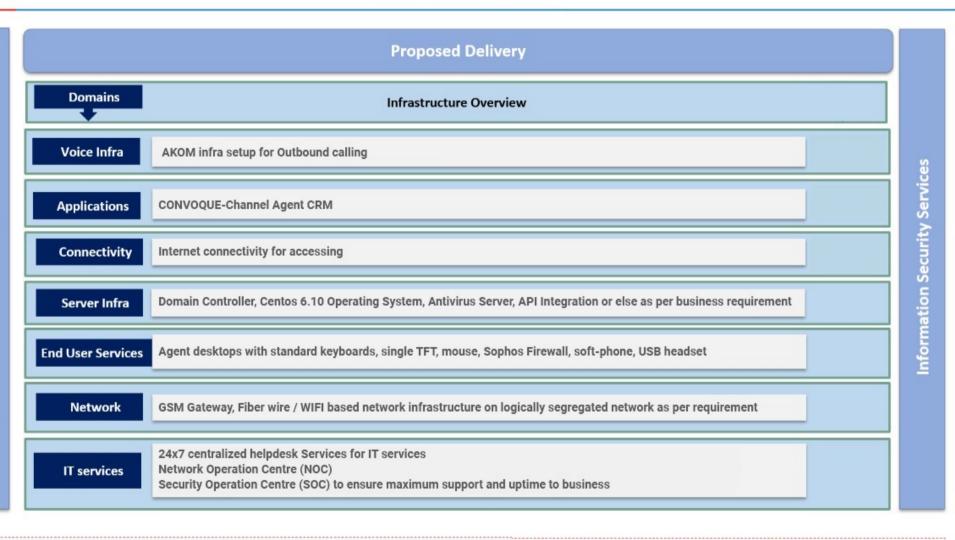
Creating Urgency • Call Closing L4 L3 Bridging • Creating Urgency • Addressing Challenges Call Opening L2

Call Opening

nput Parameters ◀ Training Area **Enablers**

Process Improvement Mechanism





Overview



Rich Talent Pool of Over 470+ Employees



05 Centers



HRO & Feet-on-Street Services

20+ PAN India Locations

Talent Pool Sourcing, On-boarding, Payroll & Exit Direct Sales, Document & Payment Collections



08+ Languages Support

12+ Marquee Clients

50+ Million Annual Turnover



Business Process Services Organization

Digital Enablement

Email Platform Interactive & Actionable Insights IVRS Services

Customized CRM Design & Development Solutions



BPO, KPO & Transaction Processing Services

Customer Support, Lead Generations, Tele-Sales & Onboarding Collections, Retention and Renewals Quality Assurance Services Sales Order Management. Contract Review & Management



Our Awards

"Company of the Year for Best Startup Winner" -Awarded by India 500 Startup Award 2019

"MSMECCIÍ GREENTECH ASÍA AWARDS 2020 for Most Promising Outsourcing Companies" - Recognized by MSME Chamber of Commerce and Industry of India

"Recognized as Member by Confederation of Indian Industry (CII); Startup India; Startup Uttarakhand; Department for Promotion of Industry and Internal Trade; Ministry of Micro, Small and Medium Enterprises, India

@ileads



















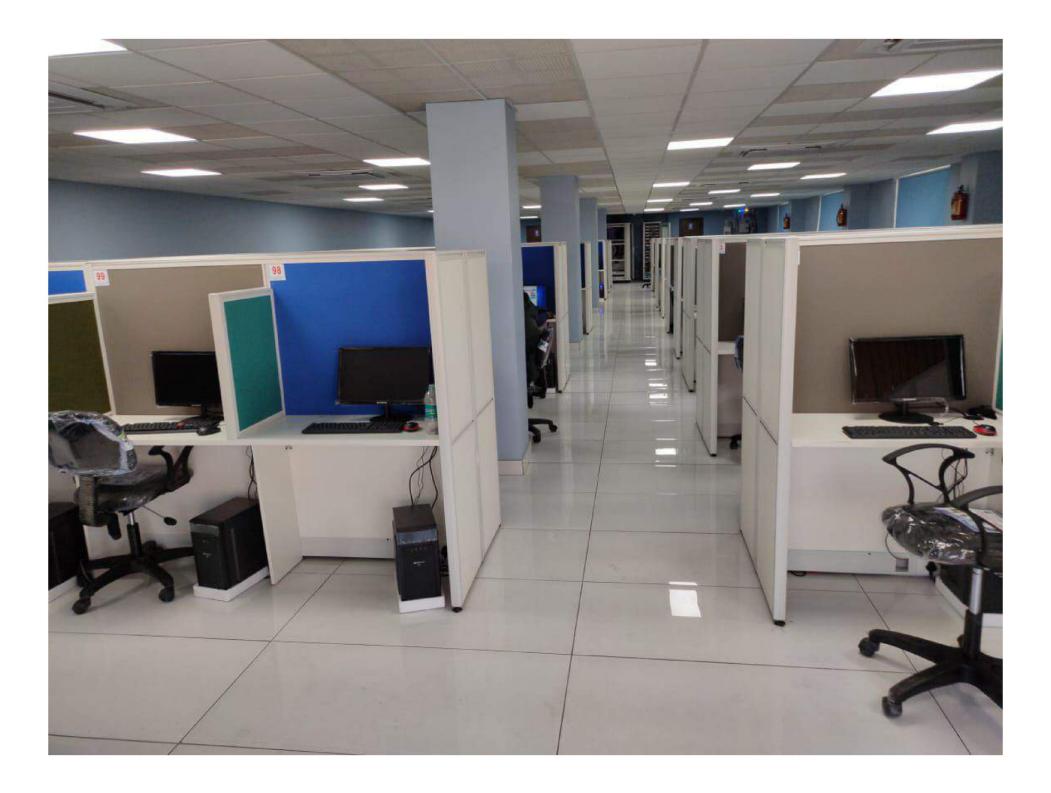














Certification









