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**Hiring organization**

HCL Technologies

**Industry**

IT Technology

**Consultant in HCL Technologies****Date posted**

September 14, 2021

**Employment Type**

Full-time

**Description**

attached (1.) To adhere to quality standards, regulatory requirements and company policies (2.) To provide support for on call escalations and doing incident and problem management (3.) To independently resolve tickets and ensure that the agreed SLA of ticket volume and time are met for the team (4.) To ensure positive customer experience and CSAT through First Call Resolution and minimum rejected resolutions or Reopen Cases (5.) Work on value-adding activities such Knowledge base update and management, Training freshers, coaching analysts and conducting interviews or participation in hiring drives (6.) To participate or contribute on EN business in creation of proposals to drive Service improvement plans.

**Job Location**

SEZ Unit-I, Ground & (Partial) First Floor, IT Block No. 3, Village Kanjehara & Chack Gajaria Farms, Sultanpur Road, Mastemau, Lucknow, Uttar Pradesh, 226002, Lucknow, Uttar Pradesh, India

**Base Salary**

₹ 35000 - ₹ 50000

**Valid through**

31.12.2021

**Responsibilities**

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**Qualifications**

B-Tech

EXPERIENCE: 4.5-8 Years

**Contacts**

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