



AMITY TECHNICAL PLACEMENT CENTRE

DELHI | GR. NOIDA | GURUGRAM | GWALIOR | JAIPUR | LUCKNOW | NOIDA
MUMBAI | RAIPUR | RANCHI | KOLKATA | PATNA

PCS INFINITY PVT LTD

CAMPUS RECRUITMENT – For 2023 Passing Out Batch

Last Date to Register – 7th September 2023

Company	PCS INFINITY PVT LTD
Website	https://www.pcsinfinity.in/
Batch	2023
Date of Campus	ASAP
Job Title	Business Analyst/Customer Success
Eligible Branches	B. Tech (IT/CS) / MCA / MBA / B.comm,/ BBA/ PGDM
Eligibility Criteria	No Eligibility Criteria
Full Time Employment	Fulltime
Joining Date	ASAP
Roles & Responsibilities	<p>1. Business Analyst</p> <ul style="list-style-type: none">• Gather Business Requirements that include technical and functional specifications, and user stories for our product Asset Infinity.• Consultation with Internal Stakeholders to identify specific needs within our application modules that solve client' issues.• Strong understanding of functional usability, technical design and software development to find innovative solutions that translate to a world-class commercial software product.• Deliver the Operating Plan: the achievement of growth objectives including market share, revenue, profit, and return on investment that benefit all channels/categories of business and key customers.• Drive new customer onboarding by gathering data requirements, syncing with the Product Team (QA + Development) to ensure requirements are met, and providing product training. <p>2. Customer Success</p> <ul style="list-style-type: none">• Act as a bridge between the Customer and internal team members.• Provide ongoing support to our customers that creates a great user experience and helps minimize churn.• Managing Customer Helpdesks- through emails, chat, calls - support and sales, canned responses, and chat support (marketing website and app - new customers).• Having a clear understanding of the customer's SLA and its management.• Involved in payment follow-ups, and monitoring of all channels including calls, and app stores.• Develop an opportunity for Upsell/Cross-sell.

Recruitment Process	Virtual Interviews
PKG	4.5 -5.5 LPA
Location	Work from home
How to Apply?	Share your resumes at skhanna2@amity.edu

My Best Wishes are with you!

Anjani Kumar Bhatnagar
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(Centralized Campus Placement Division of Amity Education Group)

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