



AMITY TECHNICAL PLACEMENT CENTRE

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

Dyson India

Virtual Campus Recruitment- 2021 Passing Out Batch

Only for Students of Amity Education Group

Only for Unplaced & Eligible Students

Last Date to Register 11th June 2021 by 10 am

Company	Dyson India
Website	http://www.dyson.in
Batch	2021
Date of Campus	Off campus will be confirm
Job Title	Service Engineer
Eligible Degrees	B.Tech
Eligible Branches	Electrical and Mechanical
Eligibility Criteria	<p>60% and above in class X 60% and above in class XII 60% and above in B.Tech</p> <ul style="list-style-type: none">• High level of customer service orientation required—a desire to help or serve others, to identify, meet and exceed their needs and expectations• Strong presentation and people skills required• Commitment to and belief in technology, design and engineering• Good consulting skills and proven judgement of people-based objectivity and intelligence• High level of computer literacy including intermediate level experience with Microsoft Office• Strong written, verbal and interpersonal communication skills• A meticulous approach to planning and organizing including a proven ability to prioritize tasks and meet strict deadlines• Proven ability to build and maintain strong relationships with people at all levels of a business
Other Skills Required	Good Communication Skill

(If any)	
Location	Delhi NCR
Compensation (CTC)	5.07 LPA
Roles & Responsibilities	<ul style="list-style-type: none"> • Provide the Dyson owners with exceptional technical support including servicing/repairing of their Dyson machines. • Responsible for the proper diagnosis, troubleshooting and repair of Dyson customer products to offer a stop solution to remedy the issue at hand. • Manage and deliver a high-quality customer experience from the service/repair perspective timely, combatting the technical difficulties at hand. • Properly manage parts usage and inventory as required and/or directed, tabularizing all the pertinent information for proper documentation. • Installing and demonstrating the Dyson products according to the customer's needs and requirements, being congenial and ever ready. • Articulating the usage and the preventive maintenance that will ensure optimum performance and longevity. • Continuously honing the product knowledge and keeping updated on any and every new development within Dyson and our competitors, taking full advantage of the available information. • Actively building relationships with the team and the wider support channels to further the success of Dyson products, convening with them to make sure there is no discord. • Proactively volunteering and partaking in cross- functional and extracurricular activities. • Relish the opportunity to pick up new activities that fall broadly in the purpose of the role, expanding the domain, which is not limited to just one role. • Identify problems and find solutions, relaying the same information to the team so that everyone is up to speed on the situation and can chime in if required. • Provide real time feedback to Owner Experience Team regarding technical support issues to assist team on improving customer experience and product reliability opportunities. • Capture and report any emerging product reliability and safety issues reporting that might stunt the growth, or lead to an unpleasant experience. • Submit daily/weekly reports of products and customers serviced so that the relevant results can be extrapolated and present to the team, constantly improving. • Ensure all process activity is communicated and Dyson service levels are understood and exercised. • Support all repair products and/or training activity through personal liaison. Ensure all process activity is communicated and Dyson service levels are understood and exercised. • Assist Owner Experience Team in investigation of escalated repair instances to the problem can be realized in the early stages and dealt with.

Recruitment Process	Process :- Video Interview Round – Each student has to introduce himself/herself. This round is mainly to check communication fitment (we would be sending out a video link on receiving registered students list) Business Round – A Skype/Video call with the Hiring Manager will happen post all the rounds and the successful students will be given out offers
How to Apply?	All interested students should apply latest by 11 th June 21 by 10 am <u>CLICK HERE TO APPLY</u>

My Best Wishes are with you!

Prof (Dr.) Ajay Rana

Ph.D (CSE) & M.Tech (CSE) - Two Time Gold Medalist
SMIAENG, SMIACSIT, LMISTE, LMPF, LMCSI & MIET (UK)

Senior Vice President – Amity Education Group

Dean – Industry & Academia Alliance

Advisor – Amity Education Group