



# CENTRAL PLACEMENT CELL UNIVERSITY OF LUCKNOW



## Wipro Campus Recruitment – 2026 Passing Out Batch (2<sup>nd</sup> Phase)

<b>Company Name</b>	<b>Wipro HR Services Private Limited</b>
<b>About Company</b>	Wipro Limited is a leading technology services and consulting company focused on building innovative solutions that address clients' most complex digital transformation needs. They leverage their holistic portfolio of capabilities in consulting, design, engineering, operations, and emerging technologies to help clients realize their boldest ambitions and build future-ready, sustainable businesses. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship, they have over 2,35,000 dedicated employees serving clients across 66 countries. They deliver on the promise of helping their customers, colleagues, and communities thrive in an ever-changing world.
<b>Batch</b>	2026
<b>Education Eligibility</b>	<ul style="list-style-type: none"><li>• BCA, BBA, B.Com, BA, BHM, B.Sc. and 3-year degree courses except Stats, Maths and Eco Hons.</li><li>• No Active Backlogs at the time of onboarding/joining the organization.</li></ul>
<b>Job Title</b>	<b>Customer Service Representative</b>
<b>Principal Responsibilities</b>	<ul style="list-style-type: none"><li>• Customer Service through calls, Chats &amp; emails</li><li>• Ensure timely and accurate service delivery at defined productivity levels</li><li>• Build client &amp; domain knowledge to be able to deliver a resolution on the first conversation</li><li>• Ensure adherence to Client Service Level Agreements (SLAs) like Customer Satisfaction, Service Level, Handle Time &amp; Customer Effort</li><li>• To strive to create a healthy and fun filled Environment in the team</li><li>• Display interpersonal skills in handling the day-to-day operations on the floor</li><li>• Adhere to Customer Service Attendance &amp; Accountability policies</li><li>• Execute issue /query resolution and ensure proper documentation &amp; follow-up</li><li>• Maintain Internal &amp; Client level delivery quality on calls, chats &amp; email conversations</li><li>• Identify, share and support operational improvements</li></ul>
<b>Critical Skills Required</b>	<ul style="list-style-type: none"><li>• Very Good written &amp; spoken communication skills</li><li>• Should be flexible to work in rotational shifts in 24*5 work environment</li><li>• Proficient in computer usage and Basic knowledge on MS Office</li><li>• Pro-active &amp; Positive Attitude</li><li>• Ability to Work efficiently and effectively in a team</li><li>• Excellent Customer facing Skills and Ability to build Rapport</li><li>• Should have the ability to escalate issues with a view to bringing about a win-win resolution</li></ul>
<b>Perks and Benefits</b>	<ul style="list-style-type: none"><li>• Both sides Transport facility provided by the organization without any cost (current address must fall in a hiring zone)</li><li>• Health Insurance at nominal rates facilitated by the organization</li><li>• Regular Rewards and Recognition programmes</li><li>• Career mapping and growth</li><li>• Regular Learning &amp; Development initiatives</li><li>• Further Education assistance programmes</li></ul>
<b>CTC</b>	3.08 LPA + Incentives
<b>Selection Process</b>	Pre-placement talk > HR Screening > Voice and Accent Round > Final Round
<b>Locations and Shifts</b>	<ul style="list-style-type: none"><li>• Both Noida and Gurugram as per the business requirements</li><li>• US Shifts – Evening/Night Shifts for 5 Days a week with 2 fixed offs</li></ul>
<b>How to Apply?</b>	All Interested candidates need to register by filling in the form and upload their updated CV by 27 <sup>th</sup> Jan 2026 , 11:00 AM Here is the Link:- <a href="https://forms.gle/HFwYwFFJAfi17fmx8">https://forms.gle/HFwYwFFJAfi17fmx8</a>

**For any query please contact:**

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