



**OFFICE OF THE PRINCIPAL
GOVERNMENT AUTONOMOUS COLLEGE, ROURKELA.769004**

No. 3119 /GACR Dt. 27/10/2022

NOTICE

By WhatsApp/ Website

Interested Graduate students (**pass out year 2021 & 2022**) are informed to register their name in the Capgemini Recruitment drive for CIS CSG in the link mentioned below.

Capgemini	www.capgemini.com/in-en/
Registration Link and Application	https://bit.ly/3MQ2cqN
Last date to register	November 6, 2022

Principal

Memo. No. 3120 /GACR, Dt. 27/10/2022

Copy to Notice Board/ Girls Common Room/ College Website/ Emp. Asso. WhatsApp Gr./ Staff Common Room/ HODs (CSC & COMM)/ Head Clerk/ Principal's file for information and necessary action.

Principal

Capgemini

Contact Support Group

About Us
Capgemini has a global presence across 187 countries with customers across diverse verticals. A multi-cultural space with over 180,000 employees spread across India. Our unique approach to Cloud & Infra connects solutions, services, and suppliers to implement integrated solutions across the IT supply chain.

Contact Support Group (CSG)
CSG is Capgemini's Cloud & Infra Services' (CIS) first line of defense managing IT infrastructure incidents and service requests via Business Intelligence Approach using legacy and digital contact channels.

CSG works in cohesion to offer optimized, proactive, predictive and user centric IT support solutions for Capgemini's CIS division global customer base.

CSG IT Enablers
ServiceNow
A primary service management platform/tool that has a superior capability to adapt and integrate to any customer environment smoothly.

Digital AI Based Solution
CHIP

- Resolves most routine & low value tickets
- Ensures live-support as and when required
- Saves time, enabling the employees in upskilling and training themselves on advanced technologies

Your Career Path

- FS (Full Stack): A structured learning pathway as a program which will help you with an accelerated growth in Capgemini.
- NEXT and L&D platforms are also available to help you upskill on cloud/agile/technology trainings and take up aspirational career moves at a faster pace.

What's on the table
Based on your profile and assessment performance, we would like to offer you an opportunity to be a part of Customer Support Group where you enable speedy and satisfactory incident resolution/escalation to improve the productivity of end user. You are required to be flexible in working with clients (24 x 7 rotational shifts) across different Regions and time zones.

We wish you All the Best for your interview process.
Regards,
University Relations & Hiring Team, Capgemini

GET THE FUTURE YOU WANT!



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Core Area

- Client specific application/process related issues
- Functional support to different customer applications
- Access management
- Browser/VPN connectivity issues
- O365 application related issues



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