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Ref: AKTU/DirUIIC/2019/093   Date: 24th May' 2019

To
Directors/Principals
Colleges affiliated/associated to Dr. APJ Abdul Kalam Technical University
Lucknow, Uttar Pradesh

**Subject: Regarding Company Knowcross Code (C93) Campus Hiring Opportunity for B.Tech/ M.Tech/
MCA Students of 2019 passing out batch**

Dear Sir/Ma'am

Please to inform you that as part of Campus Hiring process for B.Tech/ M.Tech/ MCA Students of 2019
passing out batch, Company Knowcross (Code C93) wish to invite the students of AKTU affiliated colleges for
this drive.

Please find invitation and link for the participation of students as per the details attached herewith
(Annexure 1). You are requested to kindly go through and encourage the students for registration latest by
26-May-2019.

ERP Registration Link: erp.aktu.ac.in

If you have any concern, please feel free to write at tnp.aktu@aktu.ac.in

With warm regards

(Dr. Babita G Kataria)

Director, University- Industry Interface Cell

Copy to:
1. Registrar, AKTU Lucknow
2. Finance Officer, AKTU Lucknow
3. Controller of Examination, AKTU Lucknow
4. Dean UGSE, AKTU Lucknow
5. Dean Student Welfare, AKTU Lucknow
6. Media Prabhari, AKTU Lucknow
7. Technical Officer, AKTU Lucknow
8. Staff Officer, Hon'ble Vice Chancellor for kind information

(Dr. Babita G Kataria)

Campus Placements 2019

Job Notification Form

COMPANY OVERVIEW

Name of the Company	Knowcross
Website / Other source of Information	http://www.knowcross.com/
Company Type	Services
Brief write-up on the Company (50 to 75 words)	Knowcross is a global leader in providing software and technology intelligence to the hospitality operations industry. Our platform offers hotels a suite of software applications that boost efficiency and enhance guest service, directly impacting the bottom-line. These applications are fully customizable, multilingual, cloud based and are offered as both stand-alone and bundled packages. The platform is also interfaced to a number of leading PMS systems, in-room control systems, messaging gateways and fire alarm system Our product suite includes six software applications – KNOW Service, KNOW Housekeeping, KNOW Glitch, KNOW Mobile, KNOW Inspection and KNOW Maintenance.

JOB PROFILE

Job Designation	Global Support Associate
Job Description	**Shifts:** 7am-4pm, 3pm-12am, 11pm-8am (rotational shifts) • Troubleshoot tier 1 and/or tier 2 support requests via phone and web-based ticketing system • Use knowledge of web-based applications and networking to troubleshoot and resolve client issues • Perform tests to isolate source of issues • Escalate issues to the Technical team when necessary • Liaise with all related teams and departments to ensure customer satisfaction and deliver the Knowcross promise • Verify technical fixes from the Technical team • Use remote desktop sharing application to assist end users and resolve issues • Provide efficient and timely support to customers across geographies • Adhere to processes defined for case logging via Sales force or other tools as mandated • Proactively conduct account reviews of select customers on a regular basis to review service needs and usage trends • **No. of working days:** 5
Place of Posting	New Delhi
Key Responsibilities:	• Troubleshoot tier 1 and/or tier 2 support requests via phone and web-based ticketing system • Use knowledge of web-based applications and networking to troubleshoot and resolve client issues

- Perform tests to isolate source of issues
- Escalate issues to the Technical team when necessary
- Liaise with all related teams and departments to ensure customer satisfaction and deliver the Knowcross promise
- Verify technical fixes from the Technical team
- Use remote desktop sharing application to assist end users and resolve issues
- Provide efficient and timely support to customers across geographies
- Adhere to processes defined for case logging via Salesforce or other tools as mandated
- Proactively conduct account reviews of select customers on a regular basis to review service needs and usage trends

Type of Placement	Full time

SALARY DETAILS

Cost to Company (CTC)	3 LPA **Cab:** One side drop/pick in odd hours in a radius of maximum 20KMs
Training Period	NA
Salary / stipend paid during training	NA
Bond or Service Contract (If Yes, give details)	NA

SELECTION PROCESS

Shortlist from Resumes	NA
Written Test (Technical / Aptitude)	Yes (online test)
Group Discussion	NA
Personal Interview	Yes
Minimum Number of Offers You intend to make	10
Eligible Department and Program	B.Tech/M.Tech/MCA
Specific Eligibility requirement (Please mention)	• Impeccable Written • Verbal English Communication skills
Date & Time of the Drive	Yet to be decided
Venue	Yet to be decided
Expected Joining (dd/mm/yyyy)	After final result