Job: Customer Service Agent

Job ID: JDPTS0109

Posted on: 2023-05-29

About PTS

We are PTS Consulting Services, an energetic forward-looking company that takes pride in partnering with our customers by providing holistic solutions around Process, Technology and Services. PTS Consulting Services has grown a lot over the past few years, expanding our reach and customer base all around the globe. We are headquartered in Naperville, IL and have presence in Costa Rica, Australia, Canada, and India. We are proud to work with Fortune 500 clients from diverse industries such as IT, Healthcare, Banking, Retail, Telecom, Human Resources, Engineering, Light Industrial, Finance, Call Center, Clerical, Customer Service, Aviation, Media & Entertainment, and Professional Services.

Why working with PTS:

It's an exciting time to work here at PTS Consulting, as the company is on a verge of major growth. We value our clients, and more importantly we value, retain, and grow our employees through a strong employee engagement culture. Come Join Us!!

Position Details:

Job Category: Customer Service, Department/Group: CSA

Location:

Kolkata, West Bengal, India, Asia/Pacific

Benefits:

Travel Required: No, Salary: ₹ , Position Type: Full-time, Will Train Applicant(s): No

Role and Responsibilities:

You will have the opportunity to earn customer trust by gathering first-contact critical details to build the initial leave and/or accommodation case. Through this first contact, you will learn about the employee's situation and create detailed documentation that will support the best course of action to process the employee's needs. This role is unique as it will require you to use critical thinking and fact-finding skills to make decisions that will lead the entire leave and/or

accommodation process from intake to case management support. The information gathered in the first contact sets the employee up for a frustration-free experience by providing expectations, timelines, and next steps dependent upon the type of case created In addition to the first point of contact responsibilities, you will have opportunities to help improve the employee's experience through continuous improvement projects to help drive solutions by sharing experience and knowledge that caused friction in the process. This is a fast-paced environment requiring the ability to quickly pivot through several communication forms, prioritization of work to be completed as well as follow-through and execution with attention to detail while always keeping the customers' needs first.

Qualifications and Education Requirements:
12+ Diploma/Graduates.

Preferred Skills:
0-3 years of relevant experience in customer service or Human Resource management or Case management or Leave & Disability management role.(Freshers can also apply).

Excellent communicative English is required. • Immediate joiners.

Shift type - Night Shift

Job: Director - HR

Job ID: JDPTS0119

Posted on: 2023-09-14

Position Details:

Job Category: Software, Department/Group: Human Resource

Location:

Kolkata, West Bengal, India, Asia/Pacific

Benefits:

Travel Required: No, Salary: ₹ , Position Type: Full-time, Will Train Applicant(s): No

Role and Responsibilities:

The Human Resource Director will plan, lead, direct, develop, and coordinate the policies, activities, and staff of the Human Resource (HR) department, ensuring legal compliance and implementation of the organization's mission and talent strategy. Recruits, interviews, hires, and trains new staff in the department. Oversees the daily workflow of the department. Provides constructive and timely performance evaluations. Handles discipline and termination of employees in accordance with company policy.

Qualifications and Education Requirements:

Education and Experience: Bachelor's degree in Human Resources, Business Administration, or related field required; Master's degree preferred. At least 15 years of human resource management experience required.

Preferred Skills:

Duties/Responsibilities: • Collaborates with senior leadership to understand the organization's goals and strategy related to staffing, recruiting, and retention. •Plans, leads, develops, coordinates, and implements policies, processes, training, initiatives, and surveys to support the organization's human resource compliance and strategy needs. Administers or oversees the administration of human resource programs including, but not limited to, compensation, benefits, and leave; disciplinary matters; disputes and investigations; performance and talent management; productivity, recognition, and morale; occupational health and safety; and training and development. Identifies staffing and recruiting needs; develops and executes best practices for hiring and talent management. Conducts research and analysis of organizational trends including review of reports and

metrics from the organization's human resource information system (HRIS) or talent management system. Monitors and ensures the organization's compliance with federal, state, and local employment laws and regulations, and recommended best practices; reviews and modifies policies and practices to maintain compliance. Maintains knowledge of trends, best practices, regulatory changes, and new technologies in human resources, talent management, and employment law; applies this knowledge to communicate changes in policy, practice, and resources to upper management. Develops and implements departmental budget. Facilitates professional development, training, and certification activities for HR staff. Performs other duties as required.

Required Skills/Abilities: Excellent verbal and written communication skills. Excellent interpersonal and negotiation skills. Excellent organizational skills and attention to detail. Excellent time management skills with a proven ability to meet deadlines. Strong analytical and problem-solving skills. Strong supervisory and leadership skills. Ability to adapt to the needs of the organization and employees. Ability to prioritize tasks and to delegate them when appropriate. Thorough knowledge of employment-related laws and regulations. Proficient with Microsoft Office Suite or related software. Proficiency with or the ability to quickly learn the organization's HRIS and talent management systems.

Shift type: Mid Shift

Job: Information Technology Director
Job ID:JDPTS0118
Posted on: 2023-08-21
Position Details:
Job Category: Software, Department/Group: IT

Location:
Kolkata, West Bengal, India, Asia/Pacific

Benefits:
Travel Required: No, Position Type: Full-time, Will Train Applicant(s): No

Role and Responsibilities:
Brief - IT leadership & strategy – aligned with company's objective, budget, and timeline, revenue generation and growth – providing ROI advantage. Excellency in complex problem solving and providing elegant & cost-effective solutions. Expertise in acquisition in-house development outsourced development implementing packaged solutions and integration. Delivery excellence - Digital Transformation, custom application development, packaged software (ERP, CRM, WMS, OMS, TMS, Mainframe) implementation and integration, modernization of legacy applications, Cloud migration.

Qualifications and Education Requirements:
Technology – Java/J2EE, Python, .Net, PHP, modern frontend frameworks (Reat, Angular), Microservices, RDBMS, Big Data NoSQL (Mongo DB, Snowflake, Spark, Elastic Search, MySQL, PostgreSQL), Data Warehousing and Analytics (Snowflake, Tableau, MicroStrategy, Power BI) AWS and Azure Cloud platform Messaging and real-time streaming – MQ, ActiveMQ, RabbitMQ, Kafka Third party service integration – Payment, Fraud Analysis, Artificial Intelligence, Augmented Reality, SEO, Logistic Optimization etc. Docker, Kubernetes, CI/CD (Jenkins, AWS, Azure)

Preferred Skills:
Exp – 15+ Years

Additional Notes:
Areas of Expertise - Engineering, Agile Methodologies, Digital Transformation, Strategic Solutions, Web Services / APIs, ERP, WMS, CRM, System Integration, Optimization, Leadership & Management.

Shift type: Mid Shift

Job: Technical Product Advisor

Job ID - JDPTS0117

Posted on: 2023-08-21

Position Details:

Job Category: Software, Department/Group: IT

Location:

Kolkata, West Bengal, India, Asia/Pacific

Benefits:

Travel Required: No, Salary: ₹ , Position Type: Full-time, Will Train Applicant(s): No

Role and Responsibilities:

Act as a technical expert and advisor for product development teams, providing guidance on technology selection, architecture, and implementation. Collaborate with cross-functional teams to gather requirements, design solutions, and ensure successful product delivery. Lead product tech initiatives, design discussions, fostering innovative ideas and ensuring alignment with business objectives. Provide technical guidance, driving the development of Java-based applications using Spring Boot and Microservices architecture. Lead the design and development of feature-rich web applications using Angular framework, optimizing user experience and interactivity. Conduct technology assessments, identifying potential risks, and proposing mitigation strategies. Develop and maintain product roadmaps, considering emerging technologies and industry trends. Provide technical support to the sales and marketing teams, assisting in customer presentations and pre-sales activities. Participate in the recruitment process, conducting technical interviews to onboard top talent. Successfully managed end-to-end project lifecycles, overseeing teams of software developers, designers, and testers. Implemented Agile methodologies, Scrum processes, and best practices to enhance project efficiency and delivery timelines. Mentor junior team members, facilitating their growth and skill development.

Qualifications and Education Requirements:

Required Skills – Project Management, End-to-end project lifecycle management, Agile methodologies, Scrum Technical Expertise like Java, XML, JavaScript, Spring Boot, Microservices, Angular, REACT, Cloud hosting, AWS, Azure.

Tools Expertise in JIRA, DevOps, Microsoft Project management, UXPin, Figma, Eclipse, IntelliJ, Android Studio, XCode, Zendesk, Hubspot, Git, GitHub, MySQL, MSSQL Mobile Development: Android, iOS, Cross-platform technologies Messaging API like JMS Active MQ, IBM Websphere MQ, RabbitMQ, SQS, SNS, Apache Kafka Domain Expertise in IoT, Background Screening, AI/NLP Solutions, Process Automation, Client communication, Stakeholder management, Project reporting Team Leadership qualities Team building, Mentoring, Coaching

Preferred Skills:
Experience – 12+ years

Shift type: Mid Shift

Ph.D. Data Scientist (AI, NLP, NLU, Generative AI)

Job ID: JDPTS0106

Posted on: 2023-09-21

Position Details:

Job Category: Software , Department/Group: IT

Location:

Kolkata, West Bengal, India, Asia/Pacific

Benefits:

Travel Required: No, Salary: Not mentioned, Position Type: Full-time, Will Train Applicant(s): No

Role and Responsibilities:

We are seeking a highly skilled and motivated Ph.D. Data Scientist with expertise in Artificial Intelligence (AI), Natural Language Processing (NLP), and Natural Language Understanding (NLU) , and Generative AI to join our dynamic team. As a data scientist at PTS Consulting Services, you will play a pivotal role in advancing our AI-driven solutions and contributing to cutting-edge research in the field.

Key Responsibilities:

Research and Development - Conduct research in the areas of AI, NLP, and NLU, and Generative AI with a focus on solving complex problems and improving existing systems.

Algorithm Development - Design, develop, and implement advanced machine learning models and algorithms for NLP and NLU, and Generative AI applications.

Data Analysis - Analyze large and complex datasets to extract valuable insights, identify trends, and inform decision-making.

Model Training and Evaluation - Train, fine-tune, and evaluate machine learning models for various NLP and NLU tasks, including sentiment analysis, language translation, chatbots, and more.

Feature Engineering - Develop and engineer relevant features from textual data to enhance model performance.

Deployment - Collaborate with engineering teams to deploy machine learning models into production environments.

Performance Optimization - Continuously optimize algorithms and models for efficiency and accuracy.

Cross-Functional Collaboration - Collaborate with cross-functional teams, including data engineers, software developers, and domain experts, to deliver comprehensive solutions. Document research findings, methodologies, and code for knowledge sharing and reproducibility. Stay updated with the latest advancements in AI, NLP, and NLU , and Generative AI through continuous learning and participation in conferences and workshops.

Qualifications and Education Requirements:

Qualifications:

1. Ph.D. in Computer Science, Data Science, Machine Learning, or a related field.

2. Proven expertise in AI, NLP, and NLU, with a strong publication record in relevant conferences and journals.

3. Proficiency in programming languages such as Python and libraries like NLTK,TensorFlow, PyTorch, or spaCy.

4. Experience with deep learning techniques and frameworks.

5. Strong knowledge of statistical analysis, machine learning, and data mining.

6. Familiarity with data preprocessing techniques for unstructured text data.

7. Excellent problem-solving skills and the ability to work on complex and open-ended research problems.

8. Strong communication skills and the ability to explain technical concepts to non-technical stakeholders.

9. Experience with cloud computing platforms (e.g., AWS, Azure) is a plus.

Preferred Skills:

We are seeking a highly skilled and motivated Ph.D. Data Scientist with expertise in Artificial Intelligence (AI), Natural Language Processing (NLP), and Natural Language Understanding (NLU) , and Generative AI to join our dynamic team. As a data scientist at PTS Consulting Services, you will play a pivotal role in advancing our AI-driven solutions and contributing to cutting-edge research in the field.

Shift Type: Mid Shift

IT Support Analyst

Job ID: JDPTS0114
Posted on: 2023-07-19

Position Details:

Job Category: IT-Hardware & Networking, Department/Group: IT Infra

Location:

Kolkata, West Bengal, India, Asia/Pacific

Benefits:

Travel Required: No, Salary: Not disclosed , Position Type: Full-time, Will Train Applicant(s): No

Role and Responsibilities:

Role and Responsibilities: Strong knowledge in Computer Hardware & Software installation, configuration and Troubleshooting. Resolve issues for staff via phone, in person, or electronically ,Strong knowledge in handling Android, IOS devices. Create and maintain IT Inventory Vendor Management. Provide introductory online training for company products/applications to end users. Resolve technical issues in a timely manner using available resources within the company, Document resolution. Basic knowledge in Active Directory, VPN, Access points, Firewall, Router, Switch, Networking, VOIP phone configuration. Must have knowledge in O365/ Gsuite. Must have knowledge handling Ticketing system (Jira, ServiceNow/Zendesk, Zoho)

Qualifications and Education Requirements: Bachelors/Masters
Preferred Skills: **Excellent customer service skills ,Strong troubleshooting and critical thinking skills, Previous working experience in IT support Minimum 1 year. Associate degree in Computer Science/ B.Tech/MCA, In-depth knowledge of Windows 10, MAC, , Mac OS, Microsoft Office 365**
Additional Requirements:

Realtime/Hands-on troubleshooting knowledge required

Shift Type: Not Available

Process Trainer

Job ID: JDPTS0113

Posted on: 2023-06-16

Position Details:

Job Category: Software, Department/Group: IT

Location:

Kolkata, West Bengal, India, Asia/Pacific

Benefits:

Travel Required: No, Salary: Not Disclosed, Position Type: Full-time, Will Train Applicant(s): No

Role and Responsibilities:

Role and Responsibilities : Initiate and respond to inquiries about leave and disability events, benefits, and options available to employees, Leverage duration guidelines, best practice tools and resources to support oversight of a leave event as appropriate, Critically assess and adjust the case management plan to an employee's changing needs, Address and respond to sensitive situations, Troubleshoot issues and seek to remove barriers before, during, or after a leave event, Respond to employee impacting issues that may arise during the leave event and ensure the right communication occurs, Maintain system records to ensure accurate and timely information/documentation, Consult, coordinate and partner with our third party administrator, HR, Safety, Legal, Payroll, Benefits, team members and other departments/systems as appropriate

Qualifications and Education Requirements: **Bachelor's degree or equivalent experience, 5+ Years of experience in Product and Service Training , Intermediate proficiency in MS Word, Excel, Access, Outlook and PowerPoint, Fluency in English Language required**
Preferred Skills: **proficiency in MS Word, Excel, Access, Outlook and PowerPoint**
Product and Service Training: Not Available
Shift Type: Not Available

Java Full Stack Developer -Spring Boot & React

Job ID: JDPTS0115
Posted on: 2023-08-08

Position Details:

Job Category: Software, Department/Group: IT

Location:

Kolkata, West Bengal, India, Asia/Pacific

Benefits:

Travel Required: No, Salary: Not Disclosed , Position Type: Contract, Will Train Applicant(s): No

Role and Responsibilities: Design, develop, test, and deploy new code to meet the Business needs of the stories and features. - Maintain and enhance existing code to improve our software and minimize technical debt of the platform. - Respond to changing/revised business needs. - Work in an Agile environment with daily status updates. - Peer code-review. - Unit, API and UI test development. - Respond to communications from team members in a timely fashion. - Ensure the final product is highly performant, responsive, and of the highest quality. - Actively participate in agile ceremonies including daily scrum, story pointing, story elaboration.

Required Qualification Technical Skills and Experience : - Development/Agile tools experience, including use of Jira, Git - Web Service development experience (REST/JSON) - 4 or more years of enterprise Java experience - 4 or more years Javascript React JS experience - Azure cloud and Azure devops familiarity - Spring Boot framework for REST API - JUnit - Visual Studio IDE experience for React work - Eclipse or IntelliJ IDE experience for Java work - Bash scripting or Python scripting - 1 or more years of SQL experience - Familiar with application security in an Enterprise environment - CI/CD Principles - Comfortable working with a team around the world using Microsoft Teams - Willing to take responsibility for your assigned priorities, deadlines, and deliverables

Preferred Skills: Familiarity with Linux - Familiarity with JMeter for API testing - Okta SSO knowledge Sonarqube for React familiarity

Technical Project Manager

Job ID: JDPTS0111

Posted on: 2023-06-14

Position Details:

Job Category: Software, Department/Group: IT

Location:

Kolkata, West Bengal, India, Asia/Pacific

Benefits:

Travel Required: No, Salary: Not Disclosed , Position Type: Full-time, Will Train Applicant(s): No

Role and Responsibilities:

Job Category: Software,

Department/Group: IT

Location: Kolkata, India, Asia/Pacific

Benefits: Travel Required: No,

Position Type: Full-time, Will Train Applicant(s): No

Profile Summary: We are seeking a highly skilled Technical Project Manager for our Software Development team. The Project Manager is responsible for the execution of one or more simultaneous projects under development, in Agile development environment, from program inception through production and post-production support.

Role and Responsibilities: Lead the solution architecture efforts for multiple projects of varying size in an Azure Cloud, microservices based modern architecture, Develop and execute project plans that ensure assigned projects are completed on time, on budget, and according to the agreed specifications, Document and present detailed estimates of cost, time, and capability to internal and external project stakeholders

Qualifications and Education Requirements: Graduate

Preferred and Required Skills: 8+ years of relevant experience, Prior experience with software development project management, Prior experience with managing teams, Highly proficient in Agile methodology and it's related tools, Excellent technical background – Java based application development, Experience working with cloud environment – Azure/AWS/GCP, Fluent communication skill, Certification is plus – SAFe, Cloud certification (Azure, AWS)

Social Media Marketing Manager

Job ID: JDPTS0110

Posted on: 2023-05-30

Position Details:

Job Category: Social Media Marketing Manager, Department/Group: Marketing

Location:

Kolkata, West Bengal, India, Asia/Pacific

Benefits:

Travel Required: Yes, Salary: Not Mentioned, Position Type: Full-time, Will Train Applicant(s): No

Role and Responsibilities:

Social media marketing managers' responsibilities revolve around organizing and running marketing campaigns over social media platforms (such as: Facebook, Twitter, LinkedIn, Instagram, TikTok and Snapchat). Creating content, including text posts, video and images for use on social media, Promoting products, services and content over social media, in a way that is consistent with an organisation's brand and social media strategy, Scheduling social media posts using applications such as Hootsuite and TweetDeck, Interacting with customers and dealing with customers' enquiries, Developing new social media strategies and campaigns, Managing a budget to be spent on promoting social media posts and pay-per-click (PPC) advertising, Keeping track of data and analysing the performance of social media campaigns, Collaborating with colleagues from across marketing departments to ensure branding is consistent, Meeting with clients and other stakeholders (such as social media influencers). These meetings may involve pitching potential marketing campaigns. Strong communication and presentation skills, Photo and video-editing experience, Organisational skills, Analytical ability, An ability to multitask, to work on a number of projects at once, Problem solving skills

Qualifications and Education Requirements: MBA preferred

Preferred Skills: 10+ years of experience required