**Have to make different resumes for each job description**

Difference between IT (Information Technology) and ITES (Information Technology Enabled Services)?

|  |  |
| --- | --- |
| CS (Computer Science) | IT (Information Technology) |
| CS deals with theory of computation, automation, information theory, design and development and implementation of software of computer, hardware components of computer | IT deals to store, retrieve, transmit and manipulate data or information. IT ensures to maintain, troubleshoot of each software of a computer, managing network system, provides security, creating database. |
| IT completes CS | CS completes IT |
| CS engineer designs and develops any web or software application. But it is in IT industry. | CS engineer designs and develops any web or software application. But it is in IT industry. |

Difference between IT (Information Technology) and ITES (Information Technology Enabled Services)?

|  |  |
| --- | --- |
| IT (Information Technology) | ITES (Information Technology Enabled Services) |
| IT is the use of computers to store, retrieve, transmit and manipulate data or information. | Technology that enables the business by improving the quality of service. It means that, if in a business, anyone uses the technology to improve the quality of their services. |

Computer Hardware or Computer Repair or Technical Support or IT Support Executive Role

Skills:-

1. Good Technical Knowledge: Hardware and software of computer, operating system, networking (basic architecture), Hardware components of computer
2. Problem Solving Skills: I’ve to solve different types of technical problems of customers or clients. I’ve to troubleshoot all the problems clients are facing.
3. Client Handling Skill: I’ve to deal with customers or clients and I’ve to understand their problems and analyze those and have to give proper solution to them.
4. Interpersonal Skill: I’ve to communicate a lot with customers or clients.
5. Ability to learn new software:

HR interview questions:-

1. Why do you want to work as an IT support or Technical support executive?
2. Tell me an incident where you solved a problem?
3. If a client is aggressive with his problem then how will you handle him?
4. Why should I hire you?

Difference between BPO (Business Process Outsourcing) and KPO (Knowledge Process Outsourcing)?

|  |  |  |
| --- | --- | --- |
| Subject | BPO (Business Process Outsourcing) | KPO (Knowledge Process Outsourcing) |
| Definition | BPO refers to the outsourcing of non-core activities of the business to an external specialized agency to minimize cost and increase efficiency. | KPO refers to the outsourcing of functions related to knowledge and information to an external specialized agency. |
| Role | Customer care, call center, help desk, telecalling, data entry, internet marketing, technical support, finance, accounting services, website services, web hosting, transcription etc | Market research, business research, investment research, technical analysis, data analytics, web designing. |
| Skill | Basic education, strong communication skill, customer handling skill, basic computer knowledge | High technical skills and professionally qualified |
| Nature of services | Low end services means monotonous, routine, set targets | High end services means knowledge, expertise |
| Qualification | Not so qualified | Expert in depth technical knowledge |
| Expertise in | Process | Knowledge |

KPO is subset of BPO.

Voice Support or Voice Process?

Non Voice Support or Non Voice Process?

Flipkart Email Blended Process

Sir may I come in Sir?

Sir may I sit?

1. Introduce yourself:-

First of all thank you for giving me such an opportunity to introduce myself. My name is Preethaa Dutta. I’m from Kolkata. I’ve completed my B. Tech in Electronics and Communication Engineering from University of Engineering and Management Kolkata with an overall CGPA of 8.81. I’ve secured 73% in 12th and 82.42% in 10th.

1. Why do you want to get this job?

Being a fresher I want to get this job because by this job only I’ll get hands on experience of whichever I’ve studied in my academic qualifications. I’m efficient in English writing so in this job only I can implement those writing skills and I know I’ll not get any better place than your company for this role.

1. Being a B. Tech graduate why do you want to do non-technical job?

Sir/mam, I’m efficient in English writing. Email writing is one of my key skills so I want to do this job.

1. Have you not got any job in your on campus placement?

Sir/mam, actually I didn’t sit in on campus drives, which were held in my college because I’m from ECE background and that time only IT companies came in my college. In that time I was not efficient in programming so for that reason I didn’t sit in placement.

1. What is your salary expectation?

Sir/mam, as I’m fresher I’m looking forward to start building my career. I don’t doubt that you compensate your fresher well, but for me being a part of the company and gaining experience on this role are equally important.

1. Why should I hire you?

Sir/mam, as per the job description the skillsets which are required for this role are efficient English writing, email writing I possess all of these skills so I believe that by my work I’ll contribute to the growing revenue of the company so I think I’ll be one of the best candidates for this role.

Emails – Electronic Mails

What is email?

Email is the formal method of composing, sending, storing and receiving messages over electronic communication system.

Importance of email:-

What is email etiquette?

Email etiquette refers to the code of conduct that guides one’s behavior while writing or answering emails.

Email parts-

1. Salutation

Good Morning Mr. (last name)

Hello Ms. (last name)

Dear Ms. (last name)

Mr. (last name)

A very good morning!

Hey! (first name)

1. Opening sentence:-

I hope you had a great start to the week. (on Monday morning I can use)

I hope you’ve a great day so far. (on any day afternoon or evening)

I trust you’re doing fine.

I hope you’re all fun and frolic.

I hope this email finds you well.

1. Body of the email:-

I, hereby, would like to inform you that (reason of taking leave or any reason)

I am reaching out about (reason)

I’m getting back to you about (when replying to previous mail)

This is to follow up from (when replying to previous mail)

1. Closing sentence:-

I look forward to receiving your approval soon.

I look forward to hearing from you soon.

Looking forward to a prompt response.

I’d appreciate your prompt attention to this matter.

Please advise, as necessary.

1. Signature:-

Best Wishes,

Preethaa Dutta.

Yours Sincerely,

Have a pleasant day ahead.

Best,

Cheers!

Sending you positive vibes,

Note:- I’ve to give space after each part of email

**Non-Voice Process Cognizant**

1. **Introduce yourself:-**

First of all, thank you for giving me such an opportunity to introduce myself. My name is Preethaa Dutta. I’m from Kolkata. I’ve completed my graduation with an overall CGPA of 8.81. I’ve secured 73% in 12th and 82.42% in 10th. Along with my academic study I’ve completed certification courses on .

Besides this I’ve basic computer skill and I can research about any content and check quality of that.

1. **Being a B. Tech graduate or engineering graduate why do you want to join BPO industry?**

Sir/mam, I don’t like to do programming a lot, rather than that, I like to communicate with people and solve their problems. I like to review the quality of the content as per the content guidelines and if any problem regarding any content is found then I’ve to communicate with the clients and tell them for rectification.

(I can research on any article and check the quality of that content and identify whether the content is relevant to the website or not. With my interpersonal skill I can communicate those content regarding problems with clients and solve them. I can ensure that content will not be offensive, harmful or inappropriate according to the context. In my previous part time work also I researched about any article and composed quality content regarding any topic. So I like to do this kinds of work for that reason I applied for this role.)

1. **So you have opted for BPO role so all of your study is completely got wasted because you’ll not get any work related to your qualification:-**

Sir/mam, I’ve to review the content quality based on Content Guidelines and ensure that content is not offensive, harmful or irrelevant according to the website or article so if I get any technology related content then as I’ve basic knowledge about some technology and also I can research on that topic so I can ensure the high quality content about that. So in this case my knowledge will be useful for this work.

**No, you’ll not get anything like that**

Ok, no problem will be there because I like to research on any article and check the quality of that and tell whether the content is relevant or not. I’ll communicate with the clients and tell them about the problems of those contents.

1. **So you were academic content writer so why do you opted for this BPO role?**

Sir/mam, that was part time role only, but now I’m searching for full time role in a reputed company where I can showcase my skill. I’m efficient in researching, reviewing any content and rate them accordingly. I know I’ll not get any better place than your company for this role and Cognizant is my dream company so I applied for this role.

1. **So if you get any better offer in future then will you go there?**

No, obviously not Sir/mam, because I’m searching for a company, where I can work for a longer period of time and can achieve both my personal and organizational goals. (I’ll be committed for this role and will stick to it for my entire life.) Another thing to mention is that Cognizant is my dream company so whichever role I’ll get in your company I’ll stick to that for my entire life.

1. **If you get any technical role in future then also you’ll not go there?**

Obviously not Sir/mam, because I don’t like programming a lot. (And another thing to remain in technical role I’ve to learn a lot of technologies and also some programming languages but I don’t like those things a lot. So obviously I’ll not go anywhere.)

I’m not that kind of person who will jump from one organization to another I like to be committed.

1. **So why have you studied B. Tech as you’ve less interest in technology?**

Sir/mam, actually my parents dream was that I should study B. Tech so I kept my parents dream about that. But I know basic technical things but I don’t want to build career in that.

1. **Why should I hire you?**

As per the job description is provided the skills which are required for this role is reviewing the quality of the content and rate them accordingly. If any problem regarding the content is found then with my interpersonal skill I can communicate those content regarding problems with clients and solve them. I can ensure that content will not be offensive, harmful or inappropriate according to the context. I’m also well versed in handling computer so I think I’ll be right fit for this role.

1. **Can you tell me that what will be your role in this job?**

Sir/mam, being in this role I’ve to review the content quality based on Content Guidelines. I’ve to ensure that content is not offensive, harmful or irrelevant according to the website or article. I’ve to check the images and match those with the website and brand name. I’ve to check the content whether that is family safe content or not and I’ve to rate them accordingly. If any problem regarding the content is found then I’ve to communicate with the clients and tell them for rectification.

1. What do you know about our company?

Why do you want to join our company?

What do you know about customer service and customer?

Most difficult situation you faced?

What do you think how is your performance in this interview?

1. NPTEL full form:-

National Program on Technology Enhanced Learning. It is the online learning initiative taken by IITs and IISc.

What is BPO/ customer service role?

Back Office Profile

Skills:-

Data processing, excel

Tell me something about yourself:-

Why have you applied for this back office job?

Being a B. Tech graduate or engineering graduate why do you opted for back office job?

Sir/mam, as I’m a fresher I want to start building my career in any of the core engineering company and I know your company can give me this opportunity, because this company deals with solar system. Although the role will be back office executive, I’ll get to know about the components of solar system, scheduling maintenance and lodging complaint of those products. (Being in this role I can also understand the reason of breakdown of any plant and I can convey that to the project team.) So by this job only I’ll learn and gain experience about solar plant.

What is back office? Tell according to that company

Difference between back office and front office?

What are the strengths and weakness?

Team player, Quick learner

You’ve passed out in the year 2022 so what were you doing that year?

Yes Sir/mam, actually I was preparing for GATE and different types of govt exams but now I’ve understood that those things are not for me. Besides this last year I was doing some part time job like MS Access project creation but now I want to work as a full time employee and want to get industry exposure in core engineering field so now I’m 100% dedicated for this job.

So that time what type of work you did?

The name of the company was MyMegaMinds. Actually I worked as an academic project creator of the students. My role was to create academic projects of students. It was part time work only but now I’m searching for full time role which can give me industry exposer on core engineering field.

So you can be a tutor so why you don’t opted for that?

Sir/mam, I don’t want to be a tutor because being a tutor I’ll not get real time industry experience in any technical company. In MyMegaMinds company also I didn’t teach lessons to students, I only created their academic projects of MS Access and submit those to them. It was part time role but now I want to get full time industry exposer in any technical company and I know your company can give me this opportunity.

So why you are not applying for technical role?

Sir/mam, as I’m a fresher I want to start building my career in any of the core engineering company. To work in technical role, it’s needed to have experience on that but I haven’t got any experience in technical field so I don’t want to work in technical role. Rather than that I want to work as a back office executive in a technical company as I’m efficient in handling data, managing records of company with my excel skill.

So you were not placed in campusing from your college?

Actually I’ve not sat in any of the drives held in my college. In my college only IT companies came that time. But as I’m from electronics background I don’t want to build my career in IT so I haven’t opted for that.

You’ve made so many IT projects so why you haven’t opted for IT industry?

Sir/mam, I’ve developed projects with the knowledge which I’ve acquired in my graduation. But only those knowledge are not enough to build career in IT. Besides this, as I’m more interested to build my career in only core engineering field as I’m from ECE background. For this reason only I didn’t get admission in computer science engineering. Actually technology of core engineering field interests me more than IT.

If you get any better offer in future then will you go there?

No, obviously not Sir/mam, because I’m searching for a company where I can work for a longer period of time and can achieve both my personal and organizational goals. I’ll be committed for this role and will stick to it for entire life.

Sir/mam, actually I’m searching for an organization in which I’ll get hands on experience and real time industry exposer of engineering field and I know your company can provide me this. So I’ll obviously stick to this job role.

Sir/mam, I’m not that kind of person who will jump from one organization to another I like to be committed.

What is your goal?

Tell us about a time when you struggled with some work?

Why should I hire you?

Sir/mam, as per the job description, the skills, which are required for this role, are (evaluating vendors, speaking with them and collect rates, generate purchase order, dispatching the products on time, data logging of power plant, scheduling maintenance and understanding the reason of the breakdown of the plant and convey that reason to project team. I can perform all of these tasks.) With the knowledge of MS Excel I’ll manage the data efficiently. Moreover I know mechanism of solar system and basic maintenance of those products so I’ll easily understand if any complaint should be registered or not. For this reason I think I’ll be the most suitable candidate for this role.

Why do you want to work in Startup Company?

I want to work in startup because -

1. In startup only I’ll get opportunity to learn and improve my skillset and grow my experience on different tasks

What do you know about SigiloTech?

SigiloTech is a leading company which deals with cutting-edge technologies and services and it offers scalable solutions for companies of all sizes. It supports and provides training, consulting and development on Power Apps, Power Automate, Power BI, MS Forms, SharePoint, C#, PL/SQL, ASP.net, SSRS, SSIS, SSAS, Crystal reports, RDLC, XML, JSON, AJAX, RestAPI, JQuery, Angular, D3.JS, HighCharts, NPM, Bower, Bootstrap. After seeing that in present condition IT resources with quality commitment are rare, SigiloTech started solving this problem with their own expertise in application development. As a next phase for 10 years SigiloTech focuses on sharing technological expertise and creates IP together with their clients.

Telecalling

1. Introduce yourself: -

First of all, thank you for giving me such an opportunity to introduce myself. My name is Preethaa Dutta. I’m from Kolkata. I’ve completed my graduation with an overall CGPA of 8.81. I’ve secured 73% in 12th and 82.42% in 10th. Along with my academic study I’ve completed some certification courses on Customer Relationship Management, Enhancing Soft Skills and Personality, Smart English for Professionals, etc. Basically, I like to communicate with people and solve their queries.

1. Being a B. Tech graduate or engineering graduate why do you want to join BPO industry?

Sir/mam, I don’t like to do programming a lot, rather than that, I like to communicate with people and let them know about the products or services which are served by the company. As I don’t want to build my career in technical field so I didn’t perform any technical internship.

1. So why have you studied B. Tech as you’ve less interest in technology?

Sir/mam, actually my parents dream was that I should study B. Tech so I fulfilled my parents dream about that. I don’t like technical things so I haven’t done any technical internship.

Technical Support Executive

1. Introduce yourself: -

First of all, thank you for giving me such an opportunity to introduce myself. My name is Preethaa Dutta. I’m from Kolkata. I’ve completed my B.Tech with an overall CGPA of 8.81. I’ve secured 73% in 12th and 82.42% in 10th. Along with my academic study I’ve completed some certification courses on Customer Relationship Management, Enhancing Soft Skills and Personality, Technical English for Engineers, etc. Basically, I like to communicate with people and solve their problems.

1. Being a B. Tech graduate or engineering graduate why do you want to join our company as a Tech Support Executive?

Or Why do you want to join our company?

Sir/mam, being a B. Tech electronics graduate, Gigabyte is one of my dream companies, as this company designs and manufactures a wide range of hardware components of PC and server. Actually, Gigabyte manufactures motherboards for both AMD and Intel and notebooks in partnership with AMD and Nvidia. As I am from Electronics background, this is the company what exactly I am looking for. Because as a technical support executive I will get the opportunity to assist customers with various hardware and software related issues. So while collaborating with other team members, obviously I will get to know about different types of hardware problems and solutions for those. For all of these reasons I want to join this company as a technical support executive.

1. But you will not get any engineering profile in this company so your qualification and your project will not be needed here

Sir/mam, to be an engineer obviously I have to do an internship in this field and also have to know a lot of details about the repair of all the components. But I have not done any internship on that and I have basic computer technical knowledge. I also don’t have any experience of how to repair these components. Rather than that I like to communicate and assist customers with their problems.

Yes, we developed that project in my final year but minimum knowledge was required to build that project and also our college faculty guided us for that. So actually I have theoretical knowledge but here in this company I will get practical knowledge of what type of problems arise with these components.

1. In your resume, I see that you worked as a web developer so why did you leave that?

Sir/mam, actually I want to build my career in an electronics company. As I am ECE graduate so obviously I am looking for a core company which deals with different types of hardware components. Obviously, your company exactly matches whatever I am looking for.

1. What is the replay of 5 Examples of Customer Inquiry: -

OR, Give me 5 examples of customer enquiry: -

The top 5 Examples of Customer Inquiries are-

Complaint: When customer complaints about a product

Sales Enquiry: When customer wants to know more about a product

Technical Support: When customer needs a technical support about a product

Return or Refund: When customer asks for return or refund

Feature Request: When customer requests for giving an extra feature

So, tell me why should I hire you?

Sir/mam, as per the job description the skills which are required for this role are basic computer technical knowledge and excellent communication skill, etc. I am empathetic and good communicator which help me to realize and solve the customers problems. I also have basic computer technical knowledge and can respond customers queries via email & phone calls. While I was studying in college, I was working as a part time customer support executive at You Are Awesome store so there I used to clarify and respond to customer queries via email, phone, chat and placed their orders. Not only that, as I am from electronics background and know about hardware components so I can easily understand customers problems and can convey that to other team members. For all of these reasons I believe that I will be a perfect fit for this role.

Questions of Basic Computer Technical Skill: -

https://www.upgrad.com/blog/computer-science-interview-questions-answers/

I don’t like to do programming a lot, rather than that, I like to communicate with people and let them know about the products or services which are served by the company. As I don’t want to build my career in technical field so I didn’t perform any technical internship.