



**Visvesvaraya Technological University**  
"Jnana Sangama", Belagavi-590018 Karnataka



Ref: CPC Drive – 2019/ 17

Date: 18 Jan 2019

The graphic is a light blue rectangular box with a dark blue border. On the left, a dark blue square contains white text: "Opening for Any Graduation With no cut off percentage" and "2017 & 2018 PASSED OUT (Immediate Joining)". In the center, the VTU Campus 2 Career CPC logo is at the top, followed by the text "Supports the\* Recruitment drive For" and the Amazon logo. On the right, a dark blue circle contains the text "DRIVE 17".

### Company Profile:

Amazon.com - a place where builders can build. We hire the world's brightest minds and offer them an environment in which they can invent and innovate to improve the experience for our customers. A Fortune 100 company based in Seattle, Washington, Amazon is the global leader in e-commerce. Amazon offers everything from books and electronics to apparel and diamond jewelry. We operate sites in Australia, Brazil, Canada, China, France, Germany, India, Italy, Japan, Mexico, Netherlands, Spain, United Kingdom and United States, and maintain dozens of fulfillment centers around the world which encompass more than 26 million square feet.

Amazon teams in India work on complex business challenges to innovate and create efficient solutions that enable various Amazon businesses, including Amazon websites across the world as well as support Payments, Transportation, and Digital products and services like the Kindle family of tablets, e-readers and the store. We are proud to have some of the finest talent and strong leaders with proven experience working to make Amazon the Earth's most customer-centric company.

**WEBSITE:** <https://www.amazon.in/>

## POSITION

### **Seller Support Associate**

**LOCATION** Bangalore  
**LANGUAGE REQUIREMENTS** (ENGLISH/HINDI)  
**SHIFT REQUIREMENTS** (24/7)

#### Overview: Seller Support at AMAZON

Amazon.com strives to be Earth's most customer-centric company where people can find and discover virtually anything they want to buy online. By giving customers more of what they want - low prices, vast selection, and convenience - Amazon.com continues to grow and evolve as a world-class e-commerce platform. The Seller Support team acts as the primary interface between Amazon and our 3rd party sellers. We obsess over providing world class support to 3rd party Sellers on the Amazon platform. We strive to predict the Seller's needs before they recognize they may need our support, create innovative self-help tools, and provide solutions to help our partners better serve their customers.

The role of the Seller Support Associate provides candidates with an opportunity to join a diverse, multicultural team with direct partnerships across 11 worldwide locations. Amazon and Seller Support pride ourselves on growing talent and leadership from within, the Seller Support Associate role is an exciting entry point into an organization with endless career opportunities. Candidates should expect to spend their initial 12-18 months learning the Seller Support business, perfecting their technical skills and customer advocacy as well as learning new skills such as mentorship, coaching, negotiation, process improvement and account management as they identify the next step in their career path with Amazon. Historically Seller Support Associates have progressed their careers with Amazon in areas such as editorial, data analysis, workflow & capacity planning and training as well as leadership roles i.e. team leads, supervisors and managers.

#### • Summary of Responsibilities

- Demonstrates effective, clear and professional written and oral communication.
- Provides prompt and efficient service to Amazon Sellers and Merchants including the appropriate escalation of Sellers' issues.
- Maintains a positive and professional demeanor always portraying the company in a positive light and effectively managing sensitive issues.
- Demonstrates excellent time-management skills and the ability to work independently while using departmental resources, policies and procedures.
- Contributes to a positive team environment and proactively aids team members with difficult contacts as needed.
- Maintains acceptable performance metrics such as quality, productivity, first contact resolution, and attendance.
- Actively seeks solutions through logical reasoning and data interpretation skills and identifies trends to appropriate channel including improvement suggestions.
- Liaise with other departments such as Customer Service, Merchant Investigations, or Payments teams as required to resolve Seller's issues and questions.

## Education, Experience and Skills

- Education: 3<sup>rd</sup> level qualification – Graduation
- Language: English proficiency
- 6+ months experience within a customer service /contact Centre environment would be an advantage
- Demonstrated desire to expand skills into new areas.
- Technical (Computers & Internet) savvy is required .Desired skill-sets include MS Office Application Excel and Internet Explorer / Mozilla Firefox
- Business acumen in areas of e-commerce and retail is advantageous
- Process improvement awareness and experience
- Enthusiasm and strong self-motivation.
- Strong prioritization and time management skills, with a high degree of flexibility.
- Ability to embrace constant change with flexibility and good grace.
- Demonstrate appropriate sense of urgency and adaptability in response to changing business needs
- Demonstrates effective communication, composure, and professional attitude
- Exemplary performance record, particularly with regard to quality & productivity

## ACADEMIC ELIGIBILITY CRITERIA

**Any Graduation passed out 2017 & 2018**

### Eligibility criteria

No Cut off percentage

### COMPENSATION DETAILS:

**Base Salary: INR 2,90,000 per annum to INR 4,00,000 per annum**

### BENEFITS:-

\* Free Transport Facility

\* Night Shift Allowance

\* Sodexo Meal Coupons

\* Over Time benefits

\* Health Insurance benefits for Self and Dependents

**SELECTION PROCESS: Test + Interview**

**Last date for Registration is 25 /01/2019**

**Registration Link to apply**

**<https://goo.gl/forms/3SsuLT8qBdKKV7yz2>**

**Tentative Interview Date : Any date between 28<sup>th</sup> Jan to 31<sup>st</sup> Jan**  
**Date of interview will be communicated through mail**

**Interview Venue for Bangalore candidates:**

**The Oxford College of Engineering**

10th Milestone, Bommanahalli, Hosur Road, Bengaluru, Karnataka 560068

**Interview Venue for Belagavi candidates :**

**Angadi Institute of Technology and Management**

Savagaon Road, Belgaum, Karnataka 591108

**VTU CPC wishes all the candidates a prosperous career ahead.....**

\*VTU CPC is only a platform to link the recruiter and the candidates. The candidates are advised to take maximum care in selecting the recruiter and terms & conditions of appointment. VTUCPC is not responsible for any lapses in the agreement between the candidate and there recruiter.

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**Dr. Binoy Mathew, Director, VTU-Centralized Placement Cell(CPC)**  
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