

Company profile

Hinduja Global Solutions Ltd, part of the multi-billion dollar conglomerate - Hinduja Group, excels in providing outsourcing solutions that includes Back Office Processing, Contact Center & Customized IT Services to its global clientele comprising of several Fortune 500 companies. The company has over 34000 employees and 56 delivery centers spread across Bangalore, Mysore, Mumbai, Chennai, Nagercoil, Guntur, Durgapur, Hyderabad, New Delhi and Sliguri in India, United States, Canada, Jamaica, UK, France, Netherlands, Germany, Italy, Mauritius and Philippines.

The Contact Center & Back Office Services Division houses multiple international voice centers & back office processing units for leading Insurance, Telecommunications, Pharmaceuticals, Life Sciences, Banking & Financial Services, Consumer Electronics / Products, Technology, Automotive, Government, Media & Entertainment, Energy & Utilities and Transportation & Logistics companies.

Hinduja Global Solutions Ltd is a public limited company, listed on both leading stock exchanges in India, the National Stock Exchange (NSE) and Bombay Stock Exchange (BSE). We are a financially stable company, having adequate reserves for expansion.

Today, with a customer base of over 534 clients and revenues of US \$ 275+ million, Hinduja Global Solutions Ltd is one of the top 10 BPO service providers in India.

Our growth in the Contact Center & BPO space is a reflection of our commitment to quality of service and is also evidenced by the quality certifications like ISO 9001:2000, ISO 27001, HIPAA and several Six Sigma initiatives.

Some of the significant industry recognitions we have gained over the years include:

·Hinduja Global Solutions Ltd is ranked among the Top 10 BPO employers in the IDC Dataquest survey for the year 2008

·Hinduja Global Solutions Ltd is ranked among top 15 ITES-BPO exporters for FY 06-07 – NASSCOM

·Ranked #2 in the Best Performing Call Center Firms worldwide in the Global Services 100 survey conducted by NeoIT & Global Services magazine (Jan 2007)

·Winner of the “Intelligent Enterprise Award 2006 IT/ ITES” (Process Improvement and Automation Tool) at the Technology Senate 2006 among 300 Indian companies, managed by Ernst & Young

·Teleservices Agencies Top 50 Award, 1992 to 2006 - Customer Interaction Solutions

·“Finalists” for last year’s (2005 - 2006) Everest Group Outsourcing Excellence Awards

·Ranked 5th in revenues among the Top 13 Third Party ITES companies

(Outsourcing2India – Sep 2006)

·Selected as one of the 200 “Best under a Billion” Companies by Forbes Asia Magazine (Oct 2005)

·Dun & Bradstreet - India’s Top ITES and BPO Companies

Our management strategy can be summarized in one word - “**Co-Sourcing**”. This is reflected in our constant endeavour to create an extension of our client’s offices in our centers, ensuring that each and every personnel associated with these projects bring value to the client’s business.

Our mission is to ‘To Make Our Clients More Competitive’ and our vision is ‘To be a globally preferred business process transformation partner for our clients, creating value in their business through innovative outsourcing solutions.

For more information pls find the URL: www.teamhgs.com

Job Description

- Handling the inbound calls of the customers.
- Solving customer queries over the phone.
- Maintaining customer satisfaction.
- Should be soft spoken.