



# CENTRAL PLACEMENT CELL UNIVERSITY OF LUCKNOW



## GENPACT PLACEMENT DRIVE

**About:** Genpact is a global professional services and solutions firm with 125,000+ employees across 30+ countries, delivering digital operations and business solutions to leading organizations worldwide.

**Position:** Customer Service – Voice Process (English)

**Location:** Gurugram

**Work Mode:** Work from Office (5 days a week)

**Shifts:** Rotational

### **Eligibility Criteria :**

- Minimum 60% in academics
- Graduation (except Law and Postgraduate courses) – 2026 batch
- Strong proficiency in English communication

### **Key Responsibilities:**

- Respond to customer queries and concerns effectively
- Make outbound calls to customers and employers
- Support data collection and account recovery processes
- Understand and adhere to client processes and policies
- Reproduce customer issues and report product bugs
- Deliver high-quality customer service
- Demonstrate critical thinking and a strong work ethic

### **Selection Process:**

- Communication Assessment Test
- Two Interview Rounds

### **Compensation & Benefits :**

- UG (Apprentice): ₹21,000 per month (Stipend) + Incentives



**SCAN TO APPLY**

**LAST DATE - 06/02/2026**

**For any query please contact :**

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