



## Notice

Date: 12 March, 2024

As per mail received from Santacruz Pvt. Ltd. Ahmedabad, this is to inform the students of NEHU that there will be a hiring **Sales Executives** for their company. They are seeking an enthusiastic and dedicated Entry-Level Offshore Customer Sales Representative to join their vibrant and diverse team. In this role, they will interact directly with their US-based customers, addressing their needs and ensuring they have an excellent experience with products and services the products of Santacruz. This position is a perfect stepping stone for recent graduates looking to gain experience in customer service and sales.

**Position: International Sales Executive (Full-Time)**

**Location: Ahmedabad (work From Office)**

**Address: A-1005/1006 S.G. Highway, Shapath Hexa Opp. Gujarat High Court Ahmedabad.**

**Date of joining: March 2024**

**CTC: 3 LPA to 6 LPA**

**Shift: US Shift**

**Please find below, the JD**

### Responsibilities:

1. Handling inbound calls, emails, and chat messages from customers, learning to answer their questions about products, prices, availability, product uses, and services.
2. Learning to understand customer needs and requirements, providing appropriate solutions and alternatives within the time limits, and following up to ensure resolution.
3. Assisting in generating sales leads that develop into new customers through outbound calls or other proactive communications.
4. Learning to manage customer accounts, maintaining a high level of customer satisfaction, and providing excellent customer service.
5. Assisting in identifying and assessing customers' needs to achieve satisfaction.
6. Learning to keep records of customer interactions, process customer accounts, and file documents.

### Qualifications:

1. A recent graduate or final year student from any field. Sales or customer service-focused courses are a plus.
2. Excellent spoken English skills, with a strong ability to communicate effectively over the phone.
3. Familiarity with US culture is demonstrated through an understanding of Hollywood movies, music, and pop culture.
4. Willingness to work in different time zones to support US-based customers.
5. Experience - Freshers 2024 Batch.
6. Stream- Any stream students can apply for this like- BBA, MBA, BCA, BA, MA, B.Com, M.Com, B.Sc, M.Sc, B.E.

### What We Offer:

1. Competitive Compensation Package: We offer a competitive salary and benefits package to reward our employees for their hard work.
2. Extensive Training: We provide thorough training to ensure you feel confident and capable in your role.
3. Relocation Allowance and Logistics Support: We provide support for relocation to make the transition smooth and stress-free.
4. A Professional Work Environment: Our work environment is professional yet fun, fostering creativity and innovation.
5. A Family-Like Environment: We promote a close-knit, family-like atmosphere where everyone supports and respects each other.
6. Cultural Affinity: Many of our staff members hail from the Northeast region of India, contributing to a rich, diverse workplace culture.

*Students who are interested to to be part of the hiring program are requested to register their names to the office of Career & Counselling Cell, NEHU, Shillong or send their applications in the excel sheet format attached along with the notice and to revert back to [placement.nehu@gmail.com](mailto:placement.nehu@gmail.com) on or before **18<sup>th</sup> March 2024**.*

(Prof. Brinda.B. Kharbiryumbai)

**Co - Ordinator**  
**Career & Counselling Cell**

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