



CERTIFICATION IN TELECOM COURSE OF **CUSTOMER CARE EXECUTIVE** (CALL CENTRE) (TEL/Q0100)

Industry Overview

Call center outsourcing is the biggest vertical that has changed the face of India as the economy. In India, Business Process Outsourcing (BPO) is the fastest growing segment of the ITES (Information Technology Enabled Services) industry. Factors such as economy of scale, business risk mitigation, cost advantage; utilization improvement and superior competency have all lead to the growth of the Indian BPO industry. The BPO boom in India is credited to cheap labor costs and India's huge talent pool of skilled, English-speaking professionals. India's unique geographic location and the investor friendly tax structure in India have all made the BPO industry in India very popular.

About the Program

This Programme will cover the procedure and ways of attending/making voice calls to the customers via phone by a "Customer Care Executive" including handling, resolving and following up for resolutions to their concerns, in a timely manner. It will also include the ways to develop a relationship with customers by resolving their concerns and building a rapport through excellent customer service followed by the techniques of finding opportunity for proactive selling of the telecom products and services to customers calling at the call centre. The topics related to monitoring and managing self-performance through report and review process shall also be covered in the programme .This programme is designed for NSQF level 4 .

Who should do it?

Minimum Education Qualification: 10+2 or equivalent
Maximum Educational Qualifications : Graduate in any stream
Experience: 0-1 year of work experience

Course Duration

240 Hrs

Point Of Contact

www.hsdm.org.in

Career Opportunities

Individuals at this job provide customer service support to an organization by interacting with their customers over the phone. They also handle, follow and resolve customer's queries, requests and complaints in a timely manner. They can become Customer Care Executive and can work in all BPOs - International/ National/ Regional.

CERTIFICATION IN TELECOM COURSE OF HANDSET REPAIR ENGINEER

(LEVEL II)
(TEL/Q2201)



Industry Overview

Indian Telecom sector has emerged as one of the greatest economic success stories, registering a consistent overall growth rate of more than 35% over the past decade in terms of subscribers. India is the second largest & fastest growing Telecom market in the world with 939 million subscribers as on 31st August, 2012, with overall Tele-density of 77% (TRAI). Further, the annual mobile handset sales are expected to cross 200 million units mark this year and India is fast becoming a manufacturing hub for the Telecom infrastructure equipment. The cell phone repair industry has grown a lot over the years. India has witnessed a huge spurt in mobile phone sales in the past 5 years and this has necessitated the growth of authorized repair centers as part of the standard after sales support for most brands. This industry has been largely unorganized so far, with small independent operators that may not have standardized systems and processes.

About the Program

This programme is devised about carrying out repair/fault rectification of handset equipment /Software and related components. It would also include the procedure of carrying out hardware & software repair of tab let PCs. After the completion of the course the individual will become more analytical and efficient to handle high pressure situations to successfully perform the assigned responsibilities. This programme is designed for NSQF level 4.

Course Duration

340 hrs

Who should do it?

Minimum Educational Qualifications: 10+2 / ITI / Diploma / Certification in repairing services
Maximum Educational Qualifications Bachelor in Technology (Electronics, Computer Science, IT and related field)
Minimum Entry Job Age: 18 Years
Experience: Fresher (For Entrepreneur career)
Minimum 2 years in handset repair (For Industry career)

Career Opportunities

Individual in this role is responsible for performing handset repair including hardware and software components and testing the handset for adequacy post repair. He can work as a technician with major Brands of Handset/ Mobile phone sellers and Manufacturers/ Small size Handset repair shops. He can also start his own venture as Entrepreneurs rural and urban environment.

Point Of Contact

www.hsdm.org.in



HSDM

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Skill Development
Mission**

CERTIFICATION IN TELECOM COURSE OF
**TELECOM TERMINAL EQUIPMENT
APPLICATION DEVELOPER**
(ANDROID)
(TEL/Q2300)

Industry Overview

Mobile phones are no more just for connecting people. Smartphones pack under the hood the power of a personal computer. For online purchases, email transactions, data transfer, digital payments, and a lot of another day to day activities, people now solely rely on smartphones. This is why mobile apps are becoming almost indispensable in the smartphone segment. Rather than logging in through the browsers, the faster smoother mobile apps make the work a whole lot simpler. Android remains to be the predominant operating system. Android mobiles constitute almost 97% of the total smartphone segment of India. This is one reason why the number of Android app development companies in our country increases day by day. In India android app development, at present has extremely competitive markets all over the globe. Various businesses are using the latest technologies and innovative strategies to gain competitive advantages. Android is an open source platform and free to use by anyone. It plays an important role in business. Smartphones & mobile devices have introduced the whole new dimension to the business. India has number of IT companies which run worldwide and required dynamic application development at minimal cost.

About the Program

This programme aims to prepare individuals for creating customized Applications for Android platform that can be used by Smartphone or Tablets running on Android Operating System. It includes handling data and content providers, creating Value Added Services using Messaging, Networking, Email, Location Based Services. The programme is also focussed on Testing and Publishing Android Applications. This programme is designed for NSQF level 5 is conceived on Saksham Yuva Scheme.

Who should do it?

Minimum Educational Qualifications: 12 th Pass Preferably
Maximum Educational Qualifications: ITI /Diploma/ Bsc. Computer Science, B.Tech (Telecommunication, Computer Science)
Minimum Entry Job Age: 18 Years
Experience: 0-2 years of experience.

Career Opportunities

Telecom Terminal Equipment Application Developer is responsible for creating customized Applications for Android platform that can be used by Smartphone or Tablets running on Android Operating System. Developer creates User Interfaces, writes business logics for events, activities and business logic defined by the app. The Developer also performs unit tests for the codes written and also ensures that adequate security measures are taken to protect valuable data used in the app by unauthorized external agents.

Course Duration

290 Hrs

Point Of Contact

www.hsdm.org.in

