



HSDM

Haryana Skill
Development Mission

DOMESTIC DATA ENTRY OPERATOR SSC/Q0508

Industry overview

The Indian IT &ITES industry has continued to perform its role as the most consistent growth driver for the economy. Service, software exports and business process outsourcing (BPO) remain the mainstay of the sector. Over the last five years, the IT &ITES industry has grown at a remarkable pace. India's IT industry is increasingly focusing on digital opportunities as digital is poised to be a major segment in the next few years. It is also currently the fastest growing segment, growing over 30 per cent annually. India has become the digital capabilities hub of the world with around 75 per cent of global digital talent present in the country.

About the program

The Program includes dealing with basic IT services in the form of data entry services like performing data entry work using a personal computer and appropriate software, entering, updating, researching, verifying and/or retrieving data into/from various systems, and ensuring the accuracy and confidentiality of information recorded and planning and organizing the work in order to complete it to the required standards on time. It also covers the ways of monitoring the working environment and making sure it meets requirements for health, safety and security.

Who should attend it?

Minimum Educational Qualifications: 10th

Maximum Educational Qualifications: Diploma in Computer Science/Technology

Minimum Eligible Age: 18 years

Experience 0-1 years of work experience/internship in a relevant area

Course Duration

400 Hrs

Career Opportunities

After completion of this work candidate can get job in BPO as data entry operator and also in other organisations as this position is available in almost all the organisations however number of positions may vary according to size of the firm/organization .In addition to this freelance opportunities are also available for Data Entry Operators.



Point of Contact

www.hsdm.org

Domestic IT Helpdesk Attendant

SSC/Q0110

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About the program

This Program is about making telephone calls to customers and prospective customers in order to sell products/services to them. The Program is also about planning and organizing your work in order to complete it to the required standards on time. In addition to this the training also covers the ways of monitoring the working environment and making sure it meets requirements for health, safety and security.

Who should attend it?

Minimum Educational Qualifications: 12th Preferably
Maximum Educational Qualifications: Master's Degree in any discipline.

Experience 0-1 years of work experience/internship in a relevant area

Course Duration

400 Hrs

Career Opportunities

After Completion of this course candidate can get job as Customer Service Associate, Customer Service Representative, Customer Care Executive, Technical Support, Helpdesk Coordinator, Process Associate- Voice), in IT BPO.



Point of Contact

www.hsdm.org

JUNIOR SOFTWARE DEVELOPER

SSC/Q0508

Industry overview

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About the program

The Program includes the key activities and tasks in Software Construction and Testing entry level roles in the IT Services industry. The Program is also about planning and organizing work in order to complete it to the required standards on time and working effectively with colleagues, either in own work group or in other work groups within your organization. The Program procedures of monitoring the working environment and making sure it meets requirements for health, safety and security, providing specified data/information related to work in templates or other standard formats.

Who should attend it?

Minimum Educational Qualifications: 12th Pass with good aptitude

Minimum Eligible Age: 18 years

Experience: 0-2 years of work experience/internship in Software Development

Course Duration

400 Hrs

Career Opportunities

After Completion of this course candidate can be hired for entry level roles in the software industry including support and help desk, testing, user interaction design, maintenance, enhancement, development and documentation. They are responsible for assisting in performing the key activities and tasks involved in the assigned role.



Point of Contact

www.hsdm.org.in