

## OFF CAMPUS DRIVE NOTICE of NTT DATA Global Delivery Services Limited

COMPANY CAMPUS DRIVE DETAIL	
Company Name	<b>NTT DATA Global Delivery Services Limited</b>
Date	<b>Will be informed soon</b>
Time	<b>Will be informed soon</b>
Venue	<b>Will be informed soon</b>
JOB DESCRIPTION	
Designation	<b>Customer Relationship Manager</b>
Salary Package	INR 3,00,000 Per Annum
Location	Hazira, Gujarat
Selection Process	Telephonic + Written test + PI
Other Info.	Only Male Candidate
ELIGIBILITY PARAMETERS	
Education Qualification and Eligibility	Candidate must have 2014 Passed out. Candidate must have Full time education in UG, PG. Candidate must have MBA (Marketing / Operations / Sales / Supply chain Management) Candidate must have 60% aggregate throughout.
Other Technical Specifications	If eligible then only apply
TO PARTICIPATE	
Registration Process	Send resume on <a href="mailto:gaurav.gandhi@marwadieducation.edu.in">gaurav.gandhi@marwadieducation.edu.in</a> with Subject Line: NTT DATA + Name + MBA (Specialization)
Documents Required	2 Sets of resumes + 2 Passport size Photographs + All Academic and professional credentials
TIPO Contact Person	Gaurav Gandhi M: 09687680240 E: <a href="mailto:gaurav.gandhi@marwadieducation.edu.in">gaurav.gandhi@marwadieducation.edu.in</a>

### **About the company:**

NTT DATA is a Global IT Innovator delivering technology-enabled services and solutions to clients around the world.

The company provides consulting, managed services, projects, outsourcing, and cloud-based solutions to mid-size and large enterprises in all major industries.

## **OFF CAMPUS DRIVE NOTICE of NTT DATA Global Delivery Services Limited**

We operate with over 75,000 professionals in more than 35 countries with corporate headquarters in Tokyo. Every day around the world we help clients explore new ways to respond to market dynamics with flexibility and speed, reduce costs with less risk, and increase productivity to enable growth

For more information please visit [www.nttdata.com/americas](http://www.nttdata.com/americas)

**Job Description:** The customer Relationship Manager is responsible for the planning, successful execution and follow up for a diverse range of customer retention campaigns, along with producing their annual budget, monthly forecast, and other business reporting as required. The CRM will carry out innovative and sometimes complex projects to their completion, and thoroughly analyze maturing data in order to make sound recommendations for next steps that aim to improve our financial results.

### **Roles and Responsibilities:**

- P&L: Responsibility for reaching or exceeding budgeted financial goals in one or more of our key customer retention categories - saves and reinstatement, customer longevity, load ups, and cross sell - using a variety of communication media including invoice text, inserts, email and telemarketing.
- Campaign Planning & Execution: Responsible for conceptualizing and managing a diverse range of customer retention campaigns and initiatives. This includes idea generation and exploration, preparing and presenting proposals, overseeing the creative and production processes and championing successful execution.
- Campaign Analysis: Analyze campaign outcomes in detail, using a variety of proprietary software applications. Draw insights and present results clearly to facilitate sound decision making on next steps.
- Budget/Forecast: Build a detailed, bottom-up annual budget for areas of responsibility. Supply key inputs to the quarterly reforecast, using the most accurate, up-to-date information available. Be prepared to discuss assumptions used for developing budgets and forecasts.
- Special Projects: Participate in a variety of special projects as requested, including explorations of system or process improvements, new retention categories, and joint projects with Customer Service.
- Customer Focus: Working with Customer Service, Marketing Services and Operation to develop and maintain a customer-focused attitude toward activities, concentrating on those that most strongly contribute toward improving customer lifetime value.

For any query please write on [placements@marwadieducation.edu.in](mailto:placements@marwadieducation.edu.in)

**K.S.R. SWAMY**  
Corporate Manager