



## Training & Placement Cell

# KAMLA NEHRU INSTITUTE OF TECHNOLOGY

(An Academically Autonomous Government Institution)

SULTANPUR – 228118 (U.P.) INDIA

Ref: TPO/2440 /2015

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### NOTICE

This is to inform all the students of B.Tech Final Year (CS/IT) and MCA 3<sup>rd</sup> Year that Amazon IDC is visiting for Campus recruitment on 10<sup>th</sup> October, 2015.

#### **Job Description:**

The Customer Service Applications and Process Support Team (CAPS) is looking for a frontline DevOps Engineer who will perform Tier 1/First level support duties for associates and users of the Customer Service Application worldwide.

Your role will impact our customer service operations directly! This job will require you to provide rapid and competent frontline support experience to associates and operations teams for issues and requests they report, rapidly and correctly escalate problems to the right teams, and create visibility of trending issues to drive resolution.

The role demands coordinating between multiple customer service operations and IT Support groups within Amazon. The role also demands regularly improving Tier 1 support procedures and SLAs. The ideal candidate must have a strong aptitude for troubleshooting and problem solving, must be detail oriented, must have strong verbal and written communication skills, must demonstrate good judgement in making escalation decisions, must work independently and have the ability to juggle and prioritize multiple tasks involved with Tier 1 support in an SL driven environment.

#### **Basic Qualifications:**

B.E/B.Tech/MCA/B.Sc/M.Sc in Computer Science or any related discipline—

- Knowledge of JAVA, UNIX / Linux and SQL
- Ability to willingly undertake and switch from complex to routine tasks when required
- Ability to retain composure under stressful conditions, communicates effectively with a wide array of individuals at Amazon, and get the right things done
- Ability to demonstrate high degree of responsiveness on reported issues
- Ability to identify and drive teams to resolve root causes of issues
- Excellent documentation and communication skills

Role: DevOps Engineer

Location: Hyderabad

Dr. S.K. Sinha  
Professor I/C  
Training & Placement