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## PLACEMENT CELL

Date 07-11-2019

The Placement Cell, SOL, is pleased to announce that it completed another Placement Drive on 05 - November- 2019 at North Campus, School of Open Learning. The Drive was held to recruit “Customer Experience Specialist” for Urban Clap and was open for undergraduate and graduate students.

The Convener Dr Suman Kumar Verma (Placement Cell, SOL), and Dr. Neeta Gupta (Member), addressed the students and apprised them about the continuous endeavors of the Placement Cell, to find good opportunities for the students of SOL as per their fields and interests.

Ms. Ankita Das & Ms. Swati from Urban Clap also addressed the students and briefed them at first about the Company. They emphasized the fact that the UrbanClap team is young and passionate and sees a massive disruption opportunity in this industry. By leveraging technology, and a set of simple yet powerful processes, they wish to build a platform which can organize the world of services and bring them to the customer’s doorstep. They believe there is immense value in bringing together customers and professionals looking for each other. In the process, Urban Clap hopes to impact the lives of millions of service entrepreneurs and transform service commerce the way Amazon has transformed product commerce.

Subsequently the students were told about the profile of the Customer Experience Specialist. A Customer Experience specialist’s role goes much beyond being a simple call center agent. The job involves being responsible for ensuring that UrbanClap’s customers have a phenomenal experience. The candidates would therefore be required to interact with customers to understand their needs and find them the right service provider for completion of personal projects. Additionally, they would be expected to build a relationship with the customers and push them for conversion. In the next step the students were briefed about the selection process for the job.

The Drive was well received and around Two hundred and fifty students participated. The candidates who cleared the Group Discussion Round (exceeding 30), were sent for a Personal Interaction Round. At the end of the Drive 5 candidates were selected as per the requirement of the profile and joined Urban Clap at 2.80 Lacs per annum.

Placement Cell  
School of Open Learning  
University of Delhi

## Urban Clap Placement Drive on 05-11-2019 for Operation Executive



Selected Candidates are Shubhangi Jain, Kunzes Wangmo, Chirag Singh, Pradeep Sehgal and Rahul Yadav.