

# HCL TECH

## Who are we:

HCLTech is a global technology company, home to 222,270+ people across 60 countries, delivering industry-leading capabilities centered around digital, engineering and cloud, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending December 31, 2022 totaled \$12.3 billion. To learn how we can supercharge progress for you, visit [hcltech.com](https://hcltech.com).

## What we offer:

- Competitive salary and performance bonuses;
- Opportunity for career progression;
- Young and vibrant team environment;
- Social benefits package;
- Professional on-boarding and on-going trainings.

Are you willing to build up your career with us? - We'll be happy to receive your resume in English!

\*Your personal data is secure with us.

\*\* Only candidates selected for interview will be contacted

## Positions we offer:

## Customer Support Representative with English

The Customer support representative is a direct link between the company and the customers located around the globe, looking for service. The function of the position is to help customers by providing information and guidance over the phone, email and chat.

### Main responsibilities:

- Provide comprehensive support to pharmaceutical companies and life-science organizations personnel (doctors, nurses, patients, sales force, etc.) in English;
- Assist with navigation around application menus;
- Take all steps to troubleshoot reported issues and resolve or escalate to the appropriate level;
- Create and submit detailed case logs, documenting customer interactions;
- Adhere to high company standards for quality, accuracy, thoroughness, timeliness and consistency in customer care.

### Job requirements:

- Fluency in English (written and spoken);
- Knowledge of MS Office, Windows and Internet applications;
- High school diploma;
- Availability to work on different shifts 24/7;
- Excellent interpersonal and communications skills;
- Willingness to learn and obtain new skills and competencies;
- Ethics, Team work and Positive attitude.

## Technical Support Representative with English

The Technical support representatives will help B2B customers by providing resolutions of technical and network issues in a friendly and professional manner using different channels of interaction.

### Main responsibilities:

- Perform level 1 resolutions in support of B2B customers;
- Diagnose and resolve technical issues, related with laptops, desktops, tablets, printers, mobile phones, routers, Microsoft office package and other applications;
- Maintaining technical proficiency in all hardware and software, utilized by the clients;
- Uninstall, reinstall software applications;
- Verify proper hardware and software set up;
- Resolve username and password problems;
- Assist with navigation around application menus;
- Troubleshoot email, VPN and other issues;
- Collaborate with colleagues and other resources in support of complex issues.

### Job requirements:

- Fluency in English;
- Knowledge of MS Office, Windows and Internet applications;
- High school diploma;
- Availability to work on different shifts 24/7;
- Excellent interpersonal and communications skills;
- Willingness to learn and obtain new skills and competencies in technology;
- Ethics, Team work and Positive attitude.

## Technical Support Representative with English and German/French/Russian/Italian

The TECHNICAL SUPPORT REPRESENTATIVE will help B2B customers by providing resolutions of technical and network issues in a friendly and professional manner using different channels of interaction.

### Main responsibilities

- Perform level 1 resolutions in support of B2B customers;
- Diagnose and resolve technical issues, related with laptops, desktops, tablets, printers, mobile phones, routers, Microsoft office package and other applications;
- Maintaining technical proficiency in all hardware and software, utilized by the clients;
- Uninstall, reinstall software applications;
- Verify proper hardware and software set up;
- Resolve username and password problems;
- Assist with navigation around application menus;
- Troubleshoot email, VPN and other issues;
- Collaborate with colleagues and other resources in support of complex issues.

### Job requirements

- Fluency in both English and German/French/Russian/Italian;
- Knowledge of MS Office, Windows and Internet applications;
- High school diploma;
- Shifts can vary;
- Excellent interpersonal and communications skills;
- Willingness to learn and obtain new skills and competencies in technology;
- Ethics, Team work and Positive attitude.

## Medical Information Specialist with English

The CUSTOMER SUPPORT REPRESENTATIVE is a direct link between the company and the customers located around the globe, looking for service. The function of the position is to help customers by providing information and guidance over the phone, email and chat.

### Main responsibilities:

- Confers with internal and/or external customers in order to provide information about products and/or services such as processing customer requests, orders, canceling accounts or obtaining details of complaints over different channels of communication.
- Resolves customer questions and concerns.
- Ensures customer satisfaction and loyalty by consulting with customers, assisting customers, and resolving a wide variety of customer requests, inquiries, and complaints.
- Documents customer interactions and transactions, recording details of inquiries, complaints, comments and actions taken, to include Adverse Events.
- Obtains and examines all relevant information to assess validity of complaints and to determine possible causes.
- Ensures that production and quality expectations are achieved and meet or exceed all client contractual requirements.

### Job requirements:

- Life sciences degree is a must
- Excellent verbal and written English skills
- Quality and detail orientation
- Clinical trials and Medical Information knowledge is a plus
- Knowledge of MS Office, Windows and Internet applications
- Willingness to learn and obtain new skills and competencies.

## Logistics Technician

The Logistics Technicians are responsible for all aspects of the receiving process. They inventory, sign for, receive and correctly in-process all packages received.

### Main Responsibilities:

- Responsible for the creation of Site and Archive CD's;
- Receive packages from various delivery/shipping services;
- Maintain accurate of physical and virtual inventory of all client products and assets;
- Escalate frustrated cargo to the visibility of management;
- Pack boxes and Load trucks when necessary;
- Help with other functions (Asset Management, Shipping, Warehouse, Back office) and projects as necessary;
- Accountable for all assets handled, including but not limited to virtual tracking, physical tracking, and physical condition.

### Job Requirements:

- Good command of English language;
- High School Diploma;
- Basic understanding of computers and standard applications (MS Excel, MS Outlook and MS Word);
- Strong attention to detail;
- Ability to lift up to 30kg;
- Data entry experience;
- Warehousing, shipping/receiving or logistics experience will be considered a plus.

## Order Processing Analyst

The ORDER PROCESSING ANALYST is responsible for the creation and status updates of all system tickets and orders to fulfill Client's deliverables. The Order Processing Analyst will manually record and log information between client's call tracking system and HCLTech's call tracking system.

### Main Responsibilities:

- Review Shipping Report from previous night and update tickets in the Client's tracking system as needed;
- Review Receiving Report from current day and update Client's tracking system as needed;
- Review Frustrated Freight Report from current day and create escalation AR's as needed;
- Review Delay Reasons Report and update Client's tracking system according;
- Run pre-defined queries in the Client's tracking system for new assigned tickets to HCTech L and create AR's and orders in HCLTech's ticketing system as needed;
- Perform Quality Check of newly created orders in tracking system;
- Generate return labels in the carrier's system;
- Assist Logistics team with shipping and/or receiving tasks, when required;
- Assist Hardware team with laptop build tasks, when required;
- Assist Closeout team with CD burning tasks, when required.

### Job Requirements:

- Good English written and verbal communication skills;
- High School Diploma;
- Basic understanding of computers and standard applications (MS Excel, MS Outlook and MS Word);
- Availability to work Monday-Friday, day and US shifts;
- Data entry experience preferred;
- Detail orientation;
- Productivity and Quality of work.

## Safety Data Associate

Retrieve case data from PV Intake and perform reconciliation of all inbound correspondence(s) . Prepare metrics report by collecting, analyzing and providing to client/leadership as appropriate per client requirement(s). Handle inbound and outbound correspondence and query management. Data entry of adverse event (AE) cases into the respective safety databases.

### Main responsibilities:

- Monitor inbound safety information and process as applicable. Perform reconciliation of all inbound correspondence.
- Perform data entry functions as per program requirement.
- Prepare metric reports by collecting, analyzing and providing to leadership as appropriate per client requirement.
- Send out letters and data clarification forms (DCF), as necessary.
- Control all documents filed then archive or return to client as applicable.
- Assist with the development of procedural documents to support Pharmacovigilance activities.
- Perform responsibilities in accordance with Standard Operating Procedures (SOP), Work Instructions (WI) and Job Aids (JA).
- Maintain paper and/or electronic filing systems of all communications with clients.
- Participate in quality assessment reviews and audits as required.
- Ensure team closures of non-conformances (NC) and Corrective Action Preventative Actions (CAPA) in a timely manner.
- Participate in validation sessions as necessary.
- Mentor, train and update new and existing staff on client information.
- Inform appropriate staff of delayed, missing or incomplete items; ensure follow up and completion of all transactions in a timely manner.

### Requirements:

- Specialized intellectual instructions (certificate program/college courses) with related experience or relevant equivalent experience or Associate 's degree preferred. Previous pharmacovigilance experience is a plus.
- Must be proficient in Microsoft Office Products. Argus safety database a plus.
- Ability to read, analyze and interpret general and business periodicals, professional journals , technical procedures or governmental regulations.
- Write reports, business correspondence and procedural manuals
- Effectively present information and respond to questions from groups of leadership , clients, customers and the general public.
- Ability to define problems, collect data, establish facts and draw valid conclusions and to interpret an extensive variety of technical instructions in mathematics or diagram form.
- Deal with several abstract and concrete variables.
- Must possess excellent written, verbal, and presentation skills.
- Must have strong analytical skills.



- Organizational and time management skills, with the ability to prioritize tasks, are a must to meet very tight deadlines.
- Flexibility in accepting responsibilities to meet the needs of the client and team's goal

## Business Analyst with English

### Duties and Responsibilities:

- Identify business and functional requirements by working with application end-users, and lead the collection, analysis, documentation, and coordination of those requirements
- Develop and maintain business cases, requirements, use cases, test plans, test strategies, test cases, and operational procedures and plans
- Craft business cases to evaluate the feasibility of technology initiatives
- Collaborate with IT professionals to determine if solutions currently exist (internally or externally) or whether new solutions are feasible to meet business requirements
- Leverage rapid prototyping approaches to present as-is/to-be processes/workflows and rough designs of the proposed solution
- Document and manage issues and actions for IT applications and projects
- Prepare and make presentations using MS PowerPoint, Visio, and other tools and clearly present ideas to stakeholders and management
- Develop, deploy, and maintain business capability models, according to the Bank's institutional methodology

### Requirements:

- Fluency in English language (both written and verbal)
- Education: Bachelor's degree in Computer Science, Information Systems, or Finance
- Knowledge of business analysis best practices (such as BABOK) and ability to effectively apply them
- Lean Management, Six Sigma, or similar certification (preferred)
- Desirable knowledge of VBA, PL/SQL and C++ numerical programming, MS Access, Oracle, and reporting tools such as Crystal Reports
- Knowledge of Business Intelligence tools
- Knowledge of ITIL, service, and process management
- Certificate such as IIBA, ITIL Foundation, etc.
- Knowledge and experience in COTS implementation as BA/BSA on COTS projects
- Role Specific relevant technical and business work experience as per required Level Matrix
- Experience with implementing information security processes
- Experience with an IT Governance, Risk, and Compliance (GRC) tool such as RSAM, Archer
- Experience with BPM tools like iGrafix, PEGA and Cordys is a plus
- Experience in ERP/Loan Accounting

## Billing Specialist with German language

Our Client is a Fortune 500 company in the Information Technology business with a mixture of customer base - Partners, SMBs, Public sector, Large and Key customers giving access to a variety of business activities.

We are covering full range of OTC processes starting from the contract set up, through the billing and query management until the point the payment is made and booked. We maintain a solid core team with 5 to 12 years of experience, great professional involvement securing strong business outcome and expansion potential.

### Responsibilities:

- Prepare and update customer billing excel sheets
- Perform invoice processing. Monitor billing runs, ensure completeness of the process through printing and invoice deliver where applicable
- Ensure billing correction/adjustments of variable data to produce correct and complete billing
- Provide the management team with timely and accurate reporting regarding performance metrics and actionable management information
- Create excel sheets or attachments, which include information that supports the invoice
- Maintain group/pool invoicing; process various reports and take necessary actions
- In relation to annual true up/down process, check the applicable contract and issue appropriate true up/down invoices
- Monitoring of billing holds
- Maintain and validate price increase data
- Raise credit notes and rebill invoices
- Register customer for electronic invoicing
- Support activities for collections, order management and accounting as per the local market requirements and procedures.

### Required skills:

- Fluent in German language (both written and verbal)
- Experienced in administrative or customer interaction role
- Proactive and self-motivated team player
- Confident in use of MS Office and with good command of English language
- Organized and with attention to details and excellent analytical and reconciliation skills

## Administrator Specialist with English

The World Bank is one of the largest sources of funding and knowledge for developing countries; a unique global partnership of five institutions dedicated to ending extreme poverty, increasing shared prosperity and promoting sustainable development. With 189 member countries and more than 120 offices worldwide, they work with public and private sector partners, investing in groundbreaking projects and using data, research, and technology to develop solutions to the most urgent global challenges.

### Responsibilities:

- Coordinate the technical support activities related to the Global Managed Print Services & Solutions.
- Implement procedures-based solutions to support and monitor effective operation of the print infrastructure.
- Check security and operational compliance and help offices remediate security and performance issues.
- Participate in projects related to the Global Managed Print, including assessment, configuration, deployment, and implementation of print hardware and software.
- Provide technical support to deployments (new installations).
- Regularly monitor Tier 1 and 2 incident tickets and have them solved within the service's SLA. Identify root cause of problems and reduce risk by solving day-to-day problems as they arise and taking actions to prevent reoccurrence.
- Ensure that World Bank Group policies, procedures and standards are properly observed and implemented.
- Document detailed system specifications for print systems installations.
- Understand and support the life cycle management of printing assets. Provide complete and accurate handoffs to team members.
- Deliver training sessions to the IT community and end-users on print services and best practices related to the WBG Print environment.

### Requirements:

- Fluency in English language (both written and verbal)
- Good understanding of Managed Print technologies, their basic
- Education: Bachelor's degree in Computer Science or related field
- Extensive experience in administering the environments including security, patching and upgrade / capacity planning
- Experience with administrative tools and product management studio
- Experience in modern authentication and authorization mechanisms like ZERO-TRUST
- Highly self-directed and able to manage and prioritize multiple concurrent and competing challenges, issues, and ambiguities
- Work experience in medium/large organizations having segregated development, test, and production environments

## Cash Collection Specialist with German language

One of our Clients is a Fortune 500 company in the Information Technology business with a mixture of customer base - Partners, SMBs, Public sector, Large and Key customers giving access to a variety of business activities. We are covering full range of OTC processes starting from the contract set up, through the billing and query management until the point the payment is made and booked. We maintain a solid core team with 5 to 12 years of experience, great professional involvement securing strong business outcome and expansion potential.

### Main focus:

- Secure complete customer account management, in depth analysis of unpaid debt and strategy application to ensure all ledgers are kept clean, accurate and reconciled (apply corrective measures if necessary)
- Ensure full coverage of the assigned portfolio through collection of all accounts using various collections methods and communication channels. Position holder needs to prioritize direct customer communication via outbound/inbound calls.
- Properly document all performed actions as per agreed process and archive evidences in the ERPs and tools used within the team
- Following deployed collection guidance and strategy, ensure proper follow up and prioritization of all accounts and customer requests
- Provide accurate forecast on account level, considering regular follow up and update.
- Perform account analysis and payment behavior analysis, following requests from Risk team, related to annual risk assessment of the account.

### Required skills:

- Fluent in German language (both written and verbal)
- Experienced in administrative or customer interaction role
- Self-motivated and willing to learn new skills
- Driven by team's success and deadlines kept
- Adaptable to a changing environment
- Confident in use of MS Office and with good command of English language
- Organized with attention to details
- Able to maintain high productivity with low error rate
- Friendly and communicative
- Any experience in a similar role will be considered an advantage

## Supply Chain Specialist with French

Your responsibilities will be:

- Pick-up calls, provide answers/solutions in agreed time frames;
- Handles Questions, Queries and Logging Complaints from engineers;
- Raise system tickets when issue/s can't be solved;
- Develop strong relationships with CSO back-office representatives and have extended network to find solution/answers;
- Communicate supply lead-times and constraints, and be force of proposal towards operations teams (sales, engineers...etc.);
- Liaise with Order entry & OTC teams to create purchase orders for delivery of new machines, pick up of old/defective machines (re-sites, technical exchange, DOA) and replacing it with new ones where needed;
- On-time order creation;
- Monitor local inventory and follow-up;

Required skills:

- Fluent in French and English language - both written and spoken;
- Experience in logistics related role or customer service role;
- Communication, organization and analytical skills;
- Very good knowledge of MW Office (particularly Excel skills);
- Team Player;

## Ship to Bill Specialist with Polish

We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending December 31, 2022 totaled \$12.3 billion.

Currently we are searching for a new team member for our Ship to Bill Specialist with Polish Team.

### Roles and Responsibilities:

- Create customer account in SAP;
- Invoice Management, Cash application and collection; Order management
- Product promotion rules checking, product catalog update;
- Support controls compliance activities;
- Ensure all complaints/queries that cannot be resolved personally are routed to the appropriate internal or external parties for resolution;
- Create exceptional customer experience for the given customer segments in line with SLAs with focus on First Contact Resolution and low customer effort;

### Requirements :

- Fluency in Polish language- B2/C1 proficiency;
- PC literacy and a good command of English language;
- Prior experience in one of the following activities will be considered an advantage:  
Invoice Management, Account Setup, Collections and Cash applications, Customer Inquiry and Service Request handling, Client Solutions, Order Processing;
- Good listening and comprehension abilities;
- Ability to effectively communicate, probe and understand customer issues and provide first call resolution;
- Good interpersonal and issue resolution skills;
- Strong collaboration and coordination skills;

## Senior Accounts Payable with French

Your responsibilities will be:

- Responsible for Independently handling Accounts Payable activities for a global client's F&A process;
- Act as SME on complex cases;
- Support the team members with Expert knowledge in the area;
- Analyzing and documenting the P2P process and systems;
- Produce reports for HCL Management & Client Management;
- Applying subject expertise in evaluating business operations and processes;
- Identifying areas where technical solutions would improve business performance;
- Consulting across business operations, providing mentorship, and contributing specialized knowledge.

Required skills:

- Proficient in English as well as Fluency in French languages - B2/C1 proficiency.
- Experience in Procure to Pay function (Accounts Payable) and good accounting knowledge.
- Previous experience as SME, Stand in Team Leader or experience in managing people (small or big teams)
- Excellent practical knowledge of accounts payable process (Invoice Processing, T&E, Payments and Helpdesk)
- Working experience in Oil and Gas, Supply Chain Operations will be considered an advantage
- Good Problem Identification and Problem Solving Skills
- Working experience of SAP will be an added advantage



## Cash Collection with French language

### Main focus:

- Secure complete customer account management, in depth analysis of unpaid debt and strategy application to ensure all ledgers are kept clean, accurate and reconciled (apply corrective measures if necessary)
- Ensure full coverage of the assigned portfolio through collection of all accounts using various collections methods and communication channels. Position holder needs to prioritize direct customer communication via outbound/inbound calls.
- Properly document all performed actions as per agreed process and archive evidences in the ERPs and tools used within the team
- Following deployed collection guidance and strategy, ensure proper follow up and prioritization of all accounts and customer requests
- Provide accurate forecast on account level, considering regular follow up and update.
- Perform account analysis and payment behavior analysis, following requests from Risk team, related to annual risk assessment of the account.

### Required skills:

- Fluent in French language (both written and verbal)
- Experienced in administrative or customer interaction role
- Self-motivated and willing to learn new skills
- Driven by team's success and deadlines kept
- Adaptable to a changing environment
- Confident in use of MS Office and with good command of English language
- Organized with attention to details
- Able to maintain high productivity with low error rate
- Friendly and communicative
- Any experience in a similar role will be considered an advantage



Contacts:

In case you are interested in one of our positions, please send your resume in English to [SOC\\_Recruitment@hcl.com](mailto:SOC_Recruitment@hcl.com)