

# NIIT FOUNDATION GLOBAL SERVICE DESK

## Training Implementation

### Traning Structure

#### Module

- ✓ Communication Skill
- ✓ Customer Service Essential
- ✓ IT Fundamentals
- ✓ Ticketing Tools & case handling
- ✓ Professional Readiness
- ✓ Assessments & Certification

### Key Skills

- ✓ English speaking, Global accents
- ✓ Call etiquette, empathy, CRM Basic
- ✓ Operating system, MS Office, Email
- ✓ Resume, Mock Interview, Grooming
- ✓ Final test + feedback

Kindly fill the form 3<sup>rd</sup> year students

**Understand the Project Context: Training & Preparing students for IT Helpdesk/ Technical Support/ Customer Service Role Buiding Employability skills.**

Fill the Google Form

**Apply now!**

