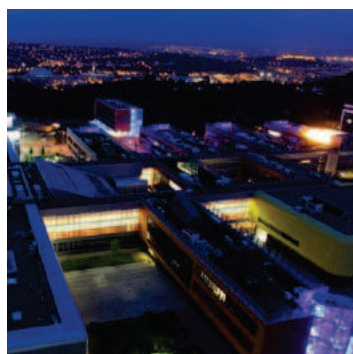


# Infosys<sup>®</sup>

Enjoy life & work in Brno, Czech Rep.



Building  
**Experience**  
through  
**Friendship**

[www.infosysBPO.jobs.cz](http://www.infosysBPO.jobs.cz)



Experience one of the fastest growing industries – outsourcing

Outsourcing is giving the right to run the processes of a mother company to a specialized service provider, instead of hiring employees to run those processes in-house.



industry

Infosys®

We are one of the biggest players on market ...

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise. Our rapid growth opens many opportunities for our employees.

One employer – experience across many industries

We are Growing – Grow with us

As Infosys BPO we have been present in Europe since year 2004 when the Brno Delivery Center was established. Currently we employ over 1 600 employees in Brno, Prague (Czech Republic) and Lodz (Poland) delivering services for Fortune 100 clients across various services (finance & accounting, sourcing & procurement, insurance support, sales & fulfillment or customer service). That gives an opportunity to our employees to gain experience in working across many different lines of business without changing the employer.

EMPLOYEES

5 389  
2000

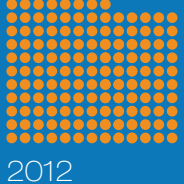
150 000



REVENUE

200 MIL  
2000

6.99 BIL



7

Established by 7 young people, a small company with 250 USD investment over 30 years grew to 7 billion USD global corporation.

15<sup>th</sup>

In 2011, Infosys was ranked number 15 in the overview of the most innovative companies by Forbes.



At Infosys you socialize and cooperate daily with your colleagues and partners across the world.



# in Infosys Brno

... the most multicultural office  
of the Infosys world

Diversity in talent is not an option but a key driver  
for our success.

33/4

Employees from 33 countries  
/ 4 continents under one roof in Brno

24

24 languages spoken  
by our employees

## World class office

Modern Business Park awarded in 7 various  
categories. Our building is only 5 minutes walk  
from the city centre.

## Global company

76<sup>33</sup>  
offices countries



Infosys BPO is one of the global leaders  
in the outsourcing industry.

We are a part of Infosys Ltd and as  
a group we have offices in 76 cities across  
33 countries.



## Open approach

We like to keep our communication channels open. At  
Infosys, you may approach your leader and contribute your  
opinion across the company hierarchy.  
A number of solutions are applied to serve this purpose  
- regular "open hours" meetings with employees, topical  
lunches, meetings with leaders and regular discussion panels.

## You will work for our Fortune 100 client

Although you will be an Infosys employee as per industry  
specific approach you will be working in client environment  
which is an American multinational corporation that designs  
and markets revolutionary consumer IT gadgets and software  
- laptops, smart phones, music players and many others.  
They are known worldwide for their advanced IT solutions  
and excellent design as well as top class customer service.

## Dynamic environment

Outsourcing is a new and fast-developing industry. The  
career opportunities are in diverse areas - diverse because  
of the scope of work of the client company and the type of  
services we deliver.

only

5  
DAYS

for the entire  
recruitment process!

DAY  
1

you submit your CV to [careers\\_cz@infosys.com](mailto:careers_cz@infosys.com)

DAY  
2/3

HR interview and language check

DAY  
3/4

interview with your future team leader

DAY  
5

decision delivered to you



## How to prepare for an interview?

- > Your language capabilities are the key part of the assessment. We will not ask you tricky questions by using for example technical vocabulary but we are searching for candidates who can communicate freely in required language.
- > If you are interviewing for a technical support role familiarize yourself with newly released smart phones and other telecommunication devices newly released.
- > Think for how long you would like to work in Infosys Brno and why?
- > Although an engineering background is not required for this role ask yourself how quickly and easily you learn new technology settings (like smart phones, mp3 players, etc.).

Apply for a job with us!

For all current open positions please visit our webpage:  
[www.infosysbpo.jobs.cz](http://www.infosysbpo.jobs.cz)



Currently we are hiring  
125 German speakers and  
75 French speakers.

### Our requirements

1. Fluency in German or French language for adequate communication with native speakers
2. English language on a sufficient level to understand all training materials
3. Strong communication skills and analytical thinking
4. Customer Focus
5. Ability to work in dynamic situations and achieve goals



**Katja Holubek**

– German, joined in March 2011, promoted to Quality Analyst in September 2011. Awarded by advisors as the best coach in the engagement. Participated in various initiatives with regards to improving language skills

No need to travel for an interview !

### Your responsibilities

1. Provide support and customer service on smart phones and other telecommunication devices, diagnose the issue and provide a path to resolving inquiries
2. Be professional and flexible in your communication approach when speaking with customers
3. Educate customers on support options, and the steps being taken to resolve their issue
4. Efficient and positive communication with your team members, customers and other partners
5. Cooperation on brand new products development for German and French speaking market
6. Best Practices Sharing between other teams based in China and Brazil

**Filip Orkon**

– Slovak, joined in March 2011, was awarded multiple times as top performer. Promoted to Team Lead role in December 2011. Successful in the role for almost half a year and responsible for 18 advisors in German



**Ewa Serafin**

– Polish, joined in September 2011, belongs to top performers in the engagement. Recently selected for Team Lead role due to her good performance, positive energy and enthusiasm. Currently responsible for a team of 17 advisors in German

We will cover your travel cost and 2 months accommodation on arrival for foreign candidates.



Paid by Infosys



Paid by Infosys

Relocation cost up to 8750 CZK / 350 EUR

Salary starts from 25 000 CZK / aprox. 4 200 PLN

Joining bonus for each new comer

**Why to pay for a language course** if Infosys can provide it to you?

- |                         |            |
|-------------------------|------------|
| 1. Czech for foreigners | 5. Russian |
| 2. German               | 6. Italian |
| 3. Business English     | 7. Spanish |
| 4. French               |            |

and many others selected by employees if we have min group of 10 attendees

Monthly language course fee 2900 CZK / 120 EUR



Paid by Infosys

# BENEFITS

Up to 5 000 CZK additional to salary  
5 000 CZK = 200 EUR

Going for lunch?  
55% of your lunch voucher is paid by us.



Paid by Infosys

Infosys contribution to your monthly lunch vouchers 880 CZK / 36 EUR

Regular team buildings and company events



Paid by Infosys

Join a firm that encourages development by providing numerous training opportunities

**More than 900 certifications achieved** by our employees in different trainings provided by experienced external and internal trainers:

1. Time Management
2. Six Sigma Green Belt
3. Work & Life balance
4. Stress Management
5. Presentation Skills
6. Analytical Skills
7. Innovative Thinking
8. Team work
9. MS Excel

In average the monthly Infosys investment in your development is 1200 CZK / 48 EUR



Paid by Infosys