F. No.: GGSIPU/CCGPC/2023/ 829                                          22nd December 2023

**Sub. Placement opportunity for BBA, B.Com or BA (JMC) students of GGSIP University of the batch passed out in year 2023 in the company "Gan.ai"**

Dear Placement Officer,

Greetings from CCGPC, GGSIPU!!!

Please find below details of Placement opportunity for BBA, B.Com or BA (JMC) students of GGSIP University of the batch passed out in year 2023 in the company "Gan.ai" for your reference and circulation to students to apply on given link by **24th December 2023:**

**Registration Link – https://forms.gle/fKPXrMQywgxapfrL9**

**Name of Company**      –        Gan.ai

**Positions Open:** Client Support specialist

**Eligible Degrees** – BBA, B.Com, BA (JMC), 2023 batch

**Eligibility criteria** – Very Good communication skills

**Tentative Time for joining** – ASAP

**CTC** – INR 3.0 LPA to 4.2 LPA

**Selection Process**
  1. Resume Shortlisting
  2. Assignment
  3. Personal Interview

JDs Attached for more information.

LAST DATE FOR REGISTRATION IS **24th December 2023.**

**(Dr. Nisha Singh)**
Training and Placement Officer
CCGPC, GGSIP University

**What is Gan.ai:**

We are a leading generative AI company that enables scalable video personalization. With Gan.ai, brands can record a single video and generate unique personalized copies with perfect pronunciation and lip sync. Unlocking much higher engagement, conversions, click-through rates, and brand recall.

Enterprise brands like Amazon, Samsung, Pepsi, and Uber, use Gan.ai to run hyper-personal video campaigns with celebrities and leaders, maximizing the impact of their campaigns.

Gan.ai solves the pain points of user engagement attenuation by generating real-looking personalized videos at scale. It leads the industry in shoot flexibility and deployment time, requiring only one professionally shot video and two minutes of additional footage to train its AI model.

About Gan.ai: Gan.ai was founded in March 2021 by Suvrat Bhooshan (Ex- Facebook AI Research, FAIR) and is headquartered in New Delhi, India, and Perrysburg, United States. Our company has raised $5.25 million as seed funding, led by Sequoia Capital in early 2023.
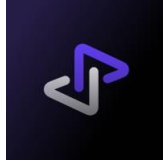
Press Links and References:
Gan.ai Explainer Video
Forbes
LinkedIn
Myna: https://drive.google.com/file/d/19Jjrnov9_r-V2bKbmzA7ydZoio8xc8yI/view?usp=drive_link

## JD - Client Support Specialist

**About Us:** [Gan.ai](Gan.ai) - Generate millions of hyper-customized videos with the help of our studio-quality AI video personalization software. Delight your customers using our generative AI video personalization platform — record once, and generate millions of hyper-customized videos for every user across each step of the customer journey with perfect voice and lip-sync.

**Role:** We are seeking a dynamic client support/data annotation specialist to join our company. In this role, you will be required to attend to all client queries, comments, and requests via phone or email. The person will play a crucial role in the Video Model Generation process. You'll also be helping clients set up their products and walking them through their features. To ensure success, you should be able to display exceptional client service skills and the ability to support customers with technical difficulties promptly. This position requires a strong attention to detail, excellent communication skills, and the ability to multitask effectively.

**Responsibilities:**

- Responding to client queries, complaints, and requests via phone, and email.
- Making a video model using our proprietary software, entails numerous internal procedures like data annotation and SRT construction.
- Assisting clients with product setup and resolving any technical issues they might experience.
- Voice generation for the AI Video model using the original voice of the speaker.
- Informing clients about specialized product functionalities and features.
- Following up with the client to ensure that reported technical difficulties have been resolved.
- Troubleshooting, analyzing, and reporting product errors, failures, or malfunctions to management.
- Data transliteration during generating the video model. For this segment, the user must write down all of the dialogue uttered by the speaker in the video. We must annotate the words, and the speaker has pronounced the pronunciations. Accurate model training is followed by correct annotation. For example, if the speaker says, "My name is XYZ", the appropriate annotation would be **"माए नेम इज़ ऐक्स वाए ज़ेड".**

- Keeping a detailed record of client data, including useful comments, as well as positive or negative feedback.
- Analyzing client feedback and advising management on areas of improvement.
- Maintaining client accounts and updating billing information as needed.
- Developing SRTs for video models. When creating subtitles or SRTs, the time code of the SRTs must be accurate. The Start and End timings are the periods that govern when the dialogue begins and ends.
- Gathering information to improve the precision of our artificial intelligence model. The primary goal of data collection is to produce movies of speakers with clearly discernible lips and minimal head motion so that the back-end team may use these films to improve the accuracy of the lip-sync capability.
- Collaboration with cross-functional teams, including sales, Backend, and front-end, to align and achieve business objectives.

**Requirements:**

- A bachelor's degree in information technology, or a similar field.
- Candidate must be proficient in English Writing and Speaking
- Basic knowledge of API integration, Basic programming, and scripting.
- Excellent knowledge of customer relationship management best practices.
- Exceptional written and verbal communication skills
- Candidate must have good English and Hindi typing abilities and comprehension of pronunciation
- Solid analytical and problem-solving skills.
- Strong multitasking and organizational skills.
- Ability to work under pressure.

**Other Requirements:**

1. Candidate must be ready to work from the office located in Noida
2. Handle tight schedules, client interaction, & quality assurance
3. Process & ensure timely delivery as per agreed SLAs

**Perks and Benefits:**

- The company provides Health Insurance Benefits from Icici Lombardfull time employees will have a PPF Account