



SAARTHI - सारथी

करियर मार्गदर्शन पोर्टल · Career Guidance Portal

"सही मार्गदर्शन, उज्ज्वल भविष्य।"

करियर शीट · CAREER SHEET

बी.पी.ओ. कार्यकारी

A BPO (Business Process Outsourcing) executive helps customers in India and abroad over phone, chat or email and handles companies' back-office work. Offering jobs right after Class 12, it is the first career step for lakhs of...



Scan for everything on this career

Salary, exams, colleges, the routes in and the steps after — all on the portal.

career.gsssjethantri.in/#/career/gen-6749

राजकीय उच्च माध्यमिक विद्यालय, जेठन्तरी

Govt. Sr. Sec. School, Jethantri · ब्लॉक समदड़ी · बालोतरा (Block Samdari · Balotra)

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सुशील कुमार शर्मा

प्रधानाचार्य, रा.उ.मा.वि. जेठन्तरी · मास्टर ट्रेनर
Principal, GSSS Jethantri · Master Trainer



श्री चेनाराम चौधरी

प्रधानाचार्य, डाइट बाड़मेर
Principal, DIET Barmer



श्रीमती संघमित्रा

वरिष्ठ व्याख्याता, डाइट बाड़मेर (सहयोग)
Sr. Lecturer, DIET Barmer (Support)



भरत चौधरी

अभिकल्पना व विकास · व्याख्याता (इतिहास)
Designed & developed · Lecturer (History)

विशेष धन्यवाद · SPECIAL THANKS



सुरेन्द्र सिंह राठौड़

व्याख्याता (इतिहास) · रा.उ.मा.वि. कानाना



सुरेश कुमार सैन

व्याख्याता (भूगोल) · रा.उ.मा.वि. रामसीन मूंगड़ा



वनिता कुमारी

व्याख्याता (इतिहास) · रा.उ.मा.वि. रामसीन मूंगड़ा



कमलेश चौधरी

व्याख्याता (राजनीति विज्ञान) · रा.उ.मा.वि. टापरा

करियर मार्गदर्शन कार्यशाला, डाइट बाड़मेर (14-17 जुलाई 2026) में विकसित व लोकार्पित
Developed & unveiled at the Career Guidance Workshop, DIET Barmer (14-17 July 2026)

यह एक स्वतंत्र परियोजना है, जो सरकार की आधिकारिक करियर-मार्गदर्शन सामग्री पर आधारित है। · An independent project based on the Government's official career-guidance content.

1 About this career

A BPO (Business Process Outsourcing) executive helps customers in India and abroad over phone, chat or email and handles companies' back-office work. Offering jobs right after Class 12, it is the first career step for lakhs of young people.

2 At a glance

Minimum qualification	10+2 for voice jobs; graduation for non-voice/technical roles
Work mode	Office desk job, shift-based work
Demand	Very good — centres growing in tier-2 cities including Jaipur
Top earning	₹60,000+/month (team lead/manager level)

3 What you need

INTERESTS

- Talking to and helping people
- Working with clear instructions
- Interest in language and communication

ABILITIES

- Strong verbal and written communication
- Patience and calm temperament
- Being a good listener

KEY SKILLS

- Clear conversation in English and Hindi
- Customer service etiquette
- Problem solving
- Computer use and typing
- Using CRM software
- Staying calm under pressure

4 How to get there

- 1 Complete 10+2 in any stream (for voice-based jobs).
- 2 For technical/non-voice roles, graduate in marketing, commerce or business.
- 3 Improve spoken English and computer skills.
- 4 Appear in company recruitments/walk-in interviews.
- 5 Finish company training and start in customer service.

5 Where to study

GOVERNMENT INSTITUTES

- राजस्थान विश्वविद्यालय व संबद्ध सरकारी कॉलेज — Jaipur, Rajasthan (<https://www.uniraj.ac.in>)
- यू.जी.सी. मान्यता प्राप्त कोई भी कॉलेज — Across India
- राजस्थान कौशल एवं आजीविका विकास निगम (आर.एस.एल.डी.सी.) केंद्र — Rajasthan

PRIVATE INSTITUTES

- मणिपाल यूनिवर्सिटी जयपुर — Jaipur, Rajasthan
- निजी सॉफ्ट-स्किल्स व कॉल सेंटर ट्रेनिंग संस्थान — Major cities

ONLINE

- इग्नू (स्नातक व संवाद कौशल कोर्स) — Online (<https://www.ignou.ac.in>)

FEES

No separate course is essential; graduation costs ₹3,000-15,000/year in government colleges, and skill courses are often free/low-cost.

SCHOLARSHIPS

- राष्ट्रीय छात्रवृत्ति पोर्टल / National Scholarship Portal (<https://scholarships.gov.in>)
- विद्यालक्ष्मी शिक्षा ऋण / Vidya Lakshmi Education Loan (<https://www.vidyalakshmi.co.in>)
- Buddy4Study (<https://www.buddy4study.com>)

6 What the work is like

WHERE YOU WORK

Call centres of multinationals, IT/customer support, HR and logistics departments.

WORK CULTURE

Desk job; shift work (night shifts possible); 5-6 days a week, 9-10 hours daily. Opportunities exist for persons with disabilities.

WHO HIRES

- Genpact
- Concentrix
- Wipro and Tech Mahindra
- Teleperformance
- Infosys BPM
- Customer service centres of banks and e-commerce firms

DEMAND (2026)

India is the world's largest BPO/BPM hub; in 2026 centres are opening in tier-2 cities like Jaipur and Udaipur, with strong demand for youth fluent in Hindi and English.

7 Career growth

- 1 Associate/executive
- 2 Specialist
- 3 Team lead
- 4 Manager

EARNINGS

Starting	₹15,000-25,000
Mid level	₹30,000-45,000
Senior level	₹60,000+

International voice processes and night-shift allowances raise pay; base source: Rajasthan career portal, 2026 levels.

8 The good parts · The challenges

The good parts

- Quick employment after Class 12
- Rapid growth of communication and computer skills
- Fast promotion possible with hard work

The challenges

- Night shifts disturb routine
- Repetitive, target-driven work
- AI chatbots affect basic roles

9 Real-life journeys

Raman Roy

Father of the Indian BPO industry; co-founder, Spectramind

Chartered accountant Raman Roy began in American Express's back office in 1984 and built a huge team at GE. In 2000 he founded Spectramind, one of India's first big BPO firms, laying the industry's foundation.

Outlook India · <https://www.outlookindia.com/national/india-news-forgotten-newsmakers-father-of-bpo-industry-raman-roy-hired-100-people-a-day-news-301934>

Saloni Malhotra

Founder, DesiCrew — rural BPO

Pune-trained engineer Saloni Malhotra created a model of BPO centres inside villages; DesiCrew trained and employed about 900 rural youth across Tamil Nadu and Karnataka. She won the Sankalp Award in 2009.

Wikipedia · https://en.wikipedia.org/wiki/Saloni_Malhotra

10 If this route does not work out

One exam or one attempt does not close the door. The same subjects also open these routes — entry is usually easier, and you can return to this field later.

- Office Administrator
- Contract Administrator
- Property Manager

11 Sources & further reading

1. Rajasthan Career Guidance portal — <https://cg.rajasthan.gov.in/careerguidance/hi/career/%e0%a4%ac%e0%a5%80-%e0%a4%a%e0%a5%80-%e0%a4%93-%e0%a4%8f%e0%a4%95%e0%a5%8d%e0%a4%b8%e0%a5%87%e0%a4%95%e0%a5%8d%e0%a4%af%e0%a5%82%e0%a4%9f%e0%a4%bf%e0%a4%b5-bpo-executive/>
2. National Career Service (NCS) — <https://www.ncs.gov.in>
3. IGNOU (distance education) — <https://www.ignou.ac.in>
4. National Scholarship Portal — <https://scholarships.gov.in>



And 770+ more careers — the whole portal

Interest and aptitude tests, government jobs, skill courses and a CV builder — free, no login, and it works offline.

career.gsssjethantri.in