

Greetings from Sutherland Global Services!!!

We take this opportunity to introduce ourselves as one of the Global leaders in the Integrated BPO space. Headquartered in Rochester, N.Y., Sutherland was established in 1986 and is one of the world's largest independent Integrated BPO companies employing over 40,000 + professionals across 42 + operation centers spread across 16 countries globally (Brazil, Bulgaria, Canada, China, Colombia, Egypt, Estonia, India, Jamaica, Malaysia, Mexico, Philippines, Sweden, the United Arab Emirates, the United Kingdom, and the United States).

We provide our integrated BPO services to clients in industries including technology, telecommunications, financial services, insurance, government, travel, retail, and healthcare.

At Sutherland we recognize that one of our greatest strengths is our talented and diverse pool of professional who are engaged with us. To augment our ever growing business requirements, we plan to visit your campus to identify and hire the best talent from the batch of students who would be graduating in 2015

As per our telephonic conversation we would like to conduct a campus placement drive at your esteemed institution.

#### **Prerequisites**

##### **Technical Support Consultants - Voice and Non voice**

Graduates / Three year Diploma Holder

Basic knowledge in Hardware, Operating Systems and Networking;

Aptitude for troubleshooting Desktops / Palmtops / Laptops.....

##### **Customer Service Consultants - Voice and Non Voice**

Graduates / Diploma Holders with good customer service skills.

**Excellent spoken and written English communication skills and willingness to work in shifts are essential pre-requisite for the job.**

<b>Work Location</b>	Chennai/ Hyderabad/Cochin/Mumbai
<b>Salary</b>	11K - 17K (Fresher's)
<b>Accommodation</b>	15 days of free accommodation will be provided by Sutherland Global Services
<b>Travel</b>	One way 3 tier A/c train ticket will be provided for outstation candidates

#### **Interview process**

<b>Presentation</b>	A presentation on Sutherland Global Services - 40 to 45 mins
<b>Initial Screening</b>	JD / one on one conversation in batches of 20 - 25 students - approx 45 mins per batch
<b>Communication Assessment</b>	One on one for those who cleared initial screening - 7 to 10 mins per candidate
<b>HR Interview</b>	for candidates who cleared communication round - 7 to 10 mins per candidate