

Dear Sir/Madam;

Department of Training and placements is extremely happy to inform you about the following campus recruitment drive.

COMPANY

SUTHERLAND GLOBAL SERVICES



Date

Wednesday, 9th March 2016

Venue:

SREEPATHY INSTITUTE OF MANAGEMENT AND TECHNOLOGY

Reporting time: 9.00AM

COMPANY PROFILE

Established in 1986, Sutherland Global Services is a global provider of business process and technology management services offering an integrated portfolio of analytics-driven back-office and customer facing solutions that support the entire customer lifecycle. Headquartered in Rochester, N.Y., Sutherland is one of the world's largest independent BPO companies employing over 30,000+ professionals across 60 global delivery centers in the United States, Australia, Brazil, Bulgaria, Canada, China, Colombia, Egypt, Estonia, India, Jamaica, Malaysia, Mexico, Morocco, the Philippines, Slovakia, Sweden, the United Arab Emirates, and the United Kingdom. Etc. Sutherland provide their integrated BPO services to clients in industries including Technology, Telecommunications, Financialservices, Insurance, Government, Travel, Retail, and Healthcare.

DESIGNATIONS

(Technical) support Consultants

Voice - For those who are good at speaking

Non Voice - For those who are good in writing

(Non Technical) Customer service Consultants

Voice - For those who are good at speaking

Non Voice - For those who are good in writing

Eligibility Criteria:

Good Spoken or written English communication skills. No criteria of **Branch/arrears /backlogs/ marks percentages etc.**

Dress Code: College Uniform

Documents Required

- College ID card
- Updated Resume-2 Copies
- Copies of certificates
- 2 Copies of passport size photo

SELECTION PROCESS

All the candidates will have to attend the tests for both Voice and non Voice processes. The Voice candidates will receive the offer letters on the same day upon clearing various rounds.

Presentation

presentation on Sutherland Global Services - 30 mins

Screening for Non Voice processes (Both Technical & Non Technical)

- **Essay writing**

All the candidate will have to write 2 essays based on the given topics. The result will be published after 10-15 days as it takes time to read and evaluate all the essays.

Screening for Voice processes (Both Technical & Non Technical)

➤ **Group Discussion (20 students - approx 45 mins per batch)**

All the candidates , after the essay writing, will attend the GD round. Those who clears the GD round will move on to the next round.

➤ **Communication Assessment**

Telephonic interview for the US head office. for those who cleared initial screening - 10 to 15 mins. per candidate

➤ **HR Interview**

For candidates who clears communication round. 7 to 10 mins. per candidate

A candidate ,even if eliminated in the voice screening , will be considered for non voice processes once the result of the essay writing is published. The result will be published after 10-15 days, and the candidate will be called for a Technical/HR interview after that. The candidates who receive offer letters for voice processes will not be considered for non voice.

NO.OF PARTICIPANTS

120 CANDIDATES HAVE REGISTERED FROM VARIOUS DEPARTMENTS

For Dept, of Training & Placements

Bibin Joy
(Training & Placement Officer)