

We make digital  
**human™**

Digital backbone spanning 144+ countries  
Over 43+ million transactions per month  
61 delivery centers across 19 countries  
A team of 38,000+ global professionals  
35+ years of innovation  
1 You

Where people and process come together

Be you. Join us.

## Our Story

Sutherland is experience-led digital transformation company that can help your business achieve non-linear growth by delivering exceptionally engineered experiences for your (very human) customers and employees. We do this by combining human-centered design with the scale and accuracy of real-time analytics, AI, cognitive technology and automation.

Our heritage has made us who we are: a future-ready organization. For 35 years, we've been caring for our customers' customers. As an early pioneer in robotic automation, we've grown our core offering through steady organic investment and by acquiring key capabilities. Today, we make those experiences relevant, instantaneous, predictive and frictionless.

Decades of developing best-in-class processes for some of the world's most experience-native companies has enabled us make digital human in ways that transform customer and employee relationships at scale.

## Who We Are

Sutherland is a unique digital transformation company. We are the engine behind the experience giants of today—the companies best known for the transformative experiences they deliver.

We've learned much of what we know about great experiences by working with the best. Like us, the clients we work with care deeply about the human experiences they provide for customers.

We work with businesses across a broad range of industries, including Banking & Financial Services, Insurance, Healthcare, Retail, Telecommunications, Media & Entertainment, Technology, Travel & Hospitality, and Logistics.

## Our Global Footprint

We're a truly global organization. Our teams around the world are operationally effective, culturally meshed, and committed to our clients and to one another. We call it One Sutherland.

## NOW HIRING FOR THE POSITION OF CONSULTANT

The selected candidate will work in Operations/Service Delivery department.

**Employment Type:** Full time Employment

**Payroll:** On Sutherland's Payroll

### Job Description:

- Consultant is responsible for delivering outstanding customer experience via calls, email, chat or social media to users by using the right principles to resolve any issue, inquiries or concerns.
- Making sure all of customers questions have been answered in a timely manner.
- Attain monthly goals of Customer Satisfaction & Productivity.

### You would be responsible for -

- Resolving requests/inquiries made by customers via email , chat or Social
- Achieving contact centre statistics and SLAs (contractual metrics)
- Adhering to non-disclosure agreement & data security policies
- Completing upskilling & e-courses mandated by each program
- Attending coaching sessions & ensure feedback is implemented
- 100% schedule adherence , no absenteeism & positively contribute to reduce program shrinkage

**Job location:** Mumbai.

**Mumbai 01:** Mind Space, Unit No:701, 6th Office Level Building No.9, Mindspace Serene Properties Pvt. Ltd., SEZ Thane Belapur Road Airoli, Navi Mumbai 400 708

**Mumbai 02:** Liberty Tower, 4th ,5th ,6th Floor, K-10,Liberty Tower Reliable Plaza IT Park, MIDC Kalwa Industrial Estate Thane Belapur Road Airoli, Navi Mumbai, 400 708

**Note:** Candidates should also be open for any location PAN India.

**Number of vacancies:** 100+

(Please note that hiring will strictly depend on the quality of the candidates fulfilling our recruitment parameters)

**Probation period:** 3 months

**CTC:** Between INR 2.73 LPA – INR 2.93 LPA.

**Other monetary or non-monetary benefits:** PF, ESI, Gratuity, Comprehensive L&D programs, Medical Insurance Life Insurance & Accidental Insurance etc.

**Educational Qualification:** B.E. / B.Tech, MCA, BCA, MBA, BBA, B.Pharm (Other Graduates can also apply)

**Stream or specialization:** All Streams except Law.

**Batch / Year of passing out:** 2024 passed out batch & 2025 passing out batch.

**Cut Off Criteria:** 50% and above in Graduation level.

**Gender:** Both Male & Female candidates can apply.

### Skills/Expectations:

#### Communication & Interaction:

- Language Assessment B2 CERF
- Comprehension & composition skills, Tailor Communication style to differing audience
- Typing skill (35 WPM, Accuracy of 90%)

#### Customer service skills:

- Experience in customer facing environments (phone, chat)
- Ownership of customer experience & Deliver comprehensive resolution
- Capable of customer management

#### Learning aptitude & resilience:

- Energy, excitement to master role
- Team Player & Result Oriented / Good Time management
- Self-manage - work independently
- Self-awareness to identify, manage challenges

#### Others:

- **Work Timings:** 8 Hours plus 1 Hour break , 5 days per week (24/7 rotational shifts)
- Home pickup/ Drop for night shifts (within 25 kilometers of office) or additional pay for self-transport.
- Work from Office.

**Bond or security details or service agreement:** Not applicable

#### Joining:

- **2024 passed out batch:** Have to join immediately at Mumbai after selection.
- **2025 passing out batch:** Have to join immediately at Mumbai after completion of final examination (tentatively by Jun/Jul 2025)

Please note that any candidate applying or selected are not supposed to pay any amount/fees (in any form) to the company or our recruitment partners or any parties concerned at any stage (before, during or after) the recruitment process or joining.

Recruitment event organized & coordinated by NextGen Ventures