



Sutherland Global Services
Chennai | Hyderabad | Mumbai | Cochin | Bhopal | www.sutherlandglobal.com

Profile : Consultant , Qualification - Graduate / Freshers

Location : Mumbai , Hyderabad , Cochin , Chennai or Bhopal

Onboarding & Training : Initial 10-30 Days would be foundation & product training

Work Timings: 8 Hours plus 1 Hour break , 5 days per week

Perks : Home pickup and Drop for night shift or additional pay for self transport,
Incentives & Rewards

Pickup & Drop within 25 Kms of office



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 center 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

Must Have Skills

Communication & Interaction

- Language Assessment B2 CERF
- Comprehension & composition skills , Tailor Comm 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

Sutherland is an experience-led digital transformation company.

Our mission is to deliver exceptionally engineered experiences for customers and employees today, that continue to delight tomorrow.

For over 37 years, we have cared for our customers' customers, delivering measurable results and accelerating growth. Our proprietary, AI-based products and platforms are built using robust IP and automation.

We are a team of global professionals, operationally effective, culturally meshed, and committed to our clients and to one another.

We call it One Sutherland