SUTHERLAND®

Warm Greetings from Sutherland!

The following arrangements are required to ensure a smooth hiring process for this year (FY24).
1. **The list of students who will be attending the campus interview should be shared two days before the fixed drive date.**
2. **The applicants (students) should have a laptop/desktop.**
3. **High speed and stable internet connection is mandatory.**
4. **Applicant's video should be on throughout the interview process.**

Please find the below description of the company and the job requirements for your better understanding.

As a process transformation company, Sutherland rethinks and rebuilds processes for the digital age by combining the speed and insight of design thinking with the scale and accuracy of data analytics. We have been helping customers, across industries from financial services to health care, achieve greater agility through transformed and automated customer experiences for over 30 years.

Headquartered in Rochester, N.Y., Sutherland employs thousands of professionals spanning 19 countries around the world. To learn more, please visit us at www.sutherlandglobal.com, and follow us on FB www.facebook.com/SutherlandGlobalServicesIndia/

At Sutherland we recognize that one of our greatest strengths is our talented and diverse pool of professionals who are engaged with us. To augment our ever-growing business requirements, we at Sutherland have always come up with a variety of Career Opportunities to the discerning candidates.

Pre-requisite

Postgraduates/Graduates/ Three-year Diploma Holder
Basic computer knowledge, Finance and Accounting knowledge
Aptitude for troubleshooting Desktops/ Laptops
Excellent spoken and written English communication skills
Open to work in Rotational night shifts

Location	(Cochin/Chennai/ Hyderabad/ Pune/ Mumbai (Malad, Airoli))
Salary	Up to 3LPA (Fresher's) - Package differs based on the individual's skill set

Technical Support

Voice - Answer phone to respond to customer inquiries w.r.t client's products & any technical troubleshooting.
Non Voice - Answer Chat / Email to respond to customer inquiries w.r.t client's products & any technical troubleshooting.
• Assist customers with installation / uninstallation of the products
• Assist customers with product configuration, error messages & / or common issues
• Project a professional company image through phone & email chat interaction
• Provide customers with product and service information
• Provide assistance with regarding to customer service issues as well like (Renewing / refunding the product etc..,)
• Transfer customer calls to appropriate department if required
• Escalate the call to the next level if required

Customer Support

- Respond to Customer queries via Chat medium
- Assistance with order status questions and account/product inquiries.
- Project a professional company image through chat and email.
- Provide customers with product and service information.
- Escalate/ transfers or referrals to other Departments as appropriate
- Maintain the quality standards.

Back Office process – Candidates must have degree certificate with provisional certificate to be eligible for this process

Insurance Program

- Validate homeowner's insurance (HOI) policy.
- Review existing property insurance policy.
- Validate all other information with regards to their insurance policy
- Validating the renewal policy
- Coordinating policy renewal information
- Validate Total Annual Premium, Dwelling coverage, Term, Mortgage clause.
- Create Bill and notate "Ready to Pay" or "Do not Pay" according to the scenario.
- Notate status as per the resolution taken.