



Symbiosis Centre for Distance Learning (SCDL)

Symbiosis Bhavan, 1065B, Gokhale Cross Road, Model Colony, Pune-16

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Website: www.scdl.net

Brief about the Company	Sutherland is an 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. To learn more, please visit us at www.sutherlandglobal.com
Current Opening (Designation)	Associate
Profile of the Candidates	In this role, Associates will get to: <ul style="list-style-type: none">• Identify and relate with various customer needs and scenarios• Offer customers with solutions in a friendly, confident, and knowledgeable manner• Utilize various internal and client-based tools and applications for customer management and servicing• Transfer customers to appropriate departments when required• Conduct data entry, documentation, and case management• Work and partner with others within a team-based environment• Achieve and maintain required metrics and goals
Locations	Chennai, Mumbai, Cochin, Hyderabad, Pune, Bangalore, and Bhopal
Number of Candidates	More than 400
CTC / Pay Package (yearly)	Fresher up to 2.5 Lacs
Date of Joining	Within a week
Selection Process & Criteria	All the applicants' will be processed for HR Round, Ops Round, and Skills Round based on their performance in the previous rounds. Our most successful candidates should have: <ul style="list-style-type: none">• Bachelor's degree in Arts, science, and Commerce• Excellent English communication skills• Willingness to join immediately• Willingness to work night shifts• All the documents• Freshers are welcome as well

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