



## **SUBJECT MATTER EXPERT / TECHNICAL LEAD WITH TURKISH LANGUAGE**

Currently we are looking for a Subject Matter Expert/ Technical Lead to join a new Web Hosting Enterprise Technical and Customer Service account. He /She will be responsible for assisting and serving as a back-up to the Supervisor in coaching, leading, and developing a successful and cohesive team of 25-30 Consultants with a high level of productivity to achieve the department's overall performance metrics and goals. and will be instrumental in ensuring our customers receive world-class customer service through proactive and innovative service approaches.

### **Main responsibilities:**

- Support and coach consultants
- Handle escalations and questions while providing cross-training, feedback, and learning opportunities to expand the team's knowledge
- Review all concerns or issues escalated from the team during assigned shift
- Coach team members to customer service excellence using various forms
- Provide constructive feedback to ensure first call resolution and world-class customer service
- Perform periodic training and information sessions to empower the team while developing presentation and communication skills
- Act as the escalation point for the team to resolve escalated customer interactions, with the fundamental philosophy of doing the right thing for each customer every time

- Coordinate and manage workflow processes during assigned shifts. Analyze and advise supervisor of team and/or workflow issues and recommend suggestions or solutions

## **Qualifications:**

- University and/or equivalent (1-2 years) similar work experience is required
- 1 year of team/supervisory (team of 10 or more) experience in a care center environment strongly preferred
- Fluent in English and Turkish Language
- Strong willingness to learn and teach
- Action-oriented, a true self-starter
- Strong customer service and tele-sales skills, attention to detail, organizational and telephone skills, and commitment to customer satisfaction
- Ability to interact and communicate effectively cross-functionally and within various levels of the organization
- A strong sense of humor and positive attitude is required. We don't take ourselves too seriously, and we like to have a lot of fun

## **Life at Sutherland:**

- We offer competitive salary
- Excellent social benefits package including Health Insurance, Life Insurance, Food vouchers  
Compliment Cards, Transportation allowance
- Rewards and recognition programs
- Training following the leading global standards for highest quality of Customer Service and Technical Support

- Structured working environment
- Career opportunities
- Great office location
- Team Building activities

If you find this opportunity suitable for you and you want to develop your career in a company which upholds highest industry standards, please send your CV (in English) to:

[earlycareer@sutherlandglobal.com](mailto:earlycareer@sutherlandglobal.com)

The information provided by you is personal and will be protected.