



START YOUR
new international career
IN BULGARIA!

 SUTHERLAND®

ЗДРАВЕЙ! | ZDRAVEI!

Dear Applicant,

Thank you for your interest in working with Sutherland Bulgaria.

In this short kit, you will find all essential details about starting an exciting international career with us.



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If you have questions after reading this Presentation Kit, please don't hesitate to contact your Recruiter, or alternatively via our Team e-mail address careers@sutherlandglobal.bg.

Welcome to Bulgaria

United We Stand Strong



One of the most beautiful and diverse countries in Europe, Bulgaria presents an experience that can't be found anywhere else in the world and doesn't match the common Euro-tourist stereotypes. Bulgaria provides a mixture of adventure, ample attractions, great food, and a style of its own.

Welcome to Bulgaria

Bulgaria has a great variety of geographical features and is divided into plains, hills, mountains, gorges, and deep river valleys. Bulgarians can be very friendly people and normally enjoy hanging out with foreigners.

Food is deeply ingrained in Bulgarian culture – it's a way to enjoy life and connect with others. The Bulgarian diet is mainly based on dairy and meat. However, even if you're vegetarian or vegan, you still have many options. Bulgarian vegetables are very tasty and fresh, and the cuisine is also noted for the diversity and quality of dairy products it offers, such as various kinds of cheese and yogurt.

Bulgaria is one of the biggest wine exporting countries in the world – grape growing and wine production have a long history here, dating back to the times of the Thracians.

A member of both NATO (since 2004) and the European Union (since 2007), Bulgaria is a very safe country. It scores high marks on the Global Peace Index of 2020, has a generally low level of serious crime, no real political upsets, and a lack of terrorist threat. The standard income tax is levied at 10% and is one of the lowest in Europe and the European Union.



Area: 111,000 km²
Population: 7.1 million
Language: Bulgarian
Time zone: EET – Eastern European Time



Income tax is 10%
Excellent climate
Rich history



Diverse culture
EU member since 2007
Authentic Bulgarian cuisine
Friendly people



Low cost of living
Folklore, film and theater festivals
Dynamic nightlife
Seaside and mountain tourist resorts

Living and working in Sofia

There's nothing better than starting with a short video of what you can find and do in Sofia! To do so, follow the link [here](#).

Bulgaria's vibrant and youthful capital Sofia will surprise you with its rocking cultural scene, heartwarming food, and chilled-out vibe. Whether you want to marvel at historic sights, trek on mountain slopes or enjoy a glass of world-class wine, Sofia offers experiences that are both authentic and affordable. Urban spaces define the vibe of a city, and the animated Bulgarian capital Sofia is no exception. Modern Sofia is its very own living and breathing Balkan metropolis.

Sofia is a cosmopolitan city of different nationalities and cultures, too. They elegantly coexist in the historic downtown, which has become a kind of open-air museum with preserved remains of ancient civilizations.

Vitosha mountain is located on the outskirts of Sofia and offers possibilities for hiking, climbing, mountain biking, winter sports altogether with a great view (it is more than 2000m above sea level). With this Sofia is the only capital in Europe which has such a high mountain right in its backyard, just a 10km drive from the city center!

Sofia is a great destination: cool bars, funny street art, impressive sights and a lively nightlife guarantee a blast. The city of Sofia certainly loves to party, and this is evident from the presence of numerous clubs. Some of them are open both during the day and the night and provide an electrifying atmosphere, with many foreign artists performing frequently.

There is a growing population of expatriates that have moved to Sofia, drawn by the city's comparatively low unemployment rate and strong economy.

COST OF LIVING:

Bulgaria also has the lowest cost of living of almost anywhere in the European Union. The currency of Bulgaria is called the lev or leva (plural).

1 Euro = 1.95 BGN

You just need to divide by two!

- Meal (average restaurant): **20.00 BGN**
- Domestic beer: **3.00 BGN**
- Cappuccino: **3.00 BGN**
- Milk, 1L (regular): **2.60 BGN**
- Loaf of fresh white bread: **1.85 BGN**
- One-way ticket (local transport): **1.60 BGN**
- Apartment (1 bedroom) in the city center: **813.39 BGN**

** Please note that these values are estimates*

Sutherland Globally

About Us

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 35 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**.

Our Global Footprint



61 delivery centers and counting



A team of 38,000 global professionals



Digital backbone spanning 144 countries



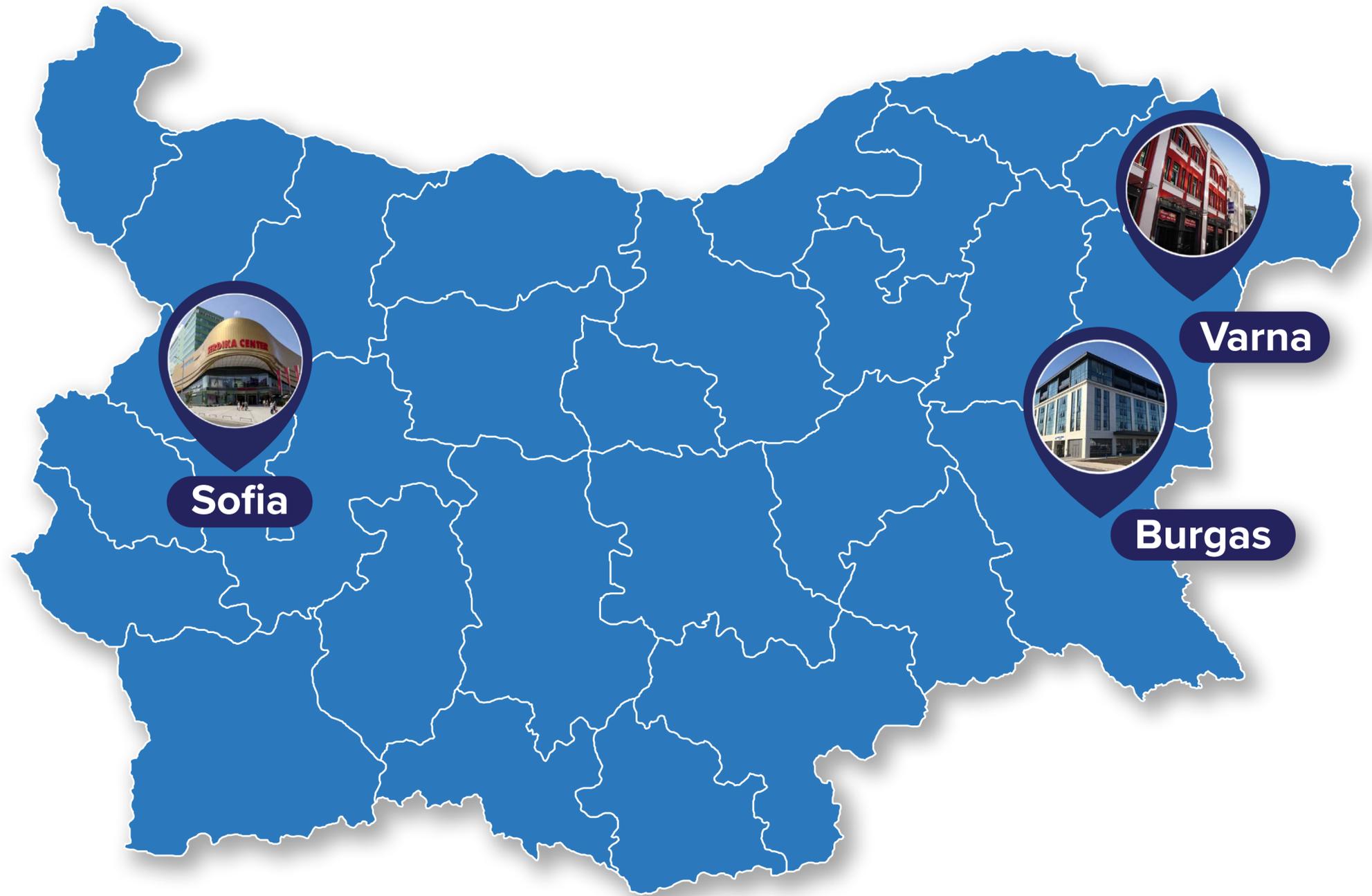
Over 43 million transactions per month



Sutherland has the scale and reach to be your **one global partner**.

Sutherland Bulgaria

-  **Sutherland** is an **international company** with more than **36 years** of experience in **business process transformation**, working with **world leaders** from all major industries
-  **Top 3** best employers in the **BPO** and **ITO** field in Bulgaria
-  Offices in **Sofia**, **Varna** and **Burgas**
-  **19+** **world-renowned leaders** in their industries are our clients
-  Technical support and customer service in **19 European languages**
-  **2200+** **employees** in Bulgaria



WORK FOR **INDUSTRIES** SUCH AS



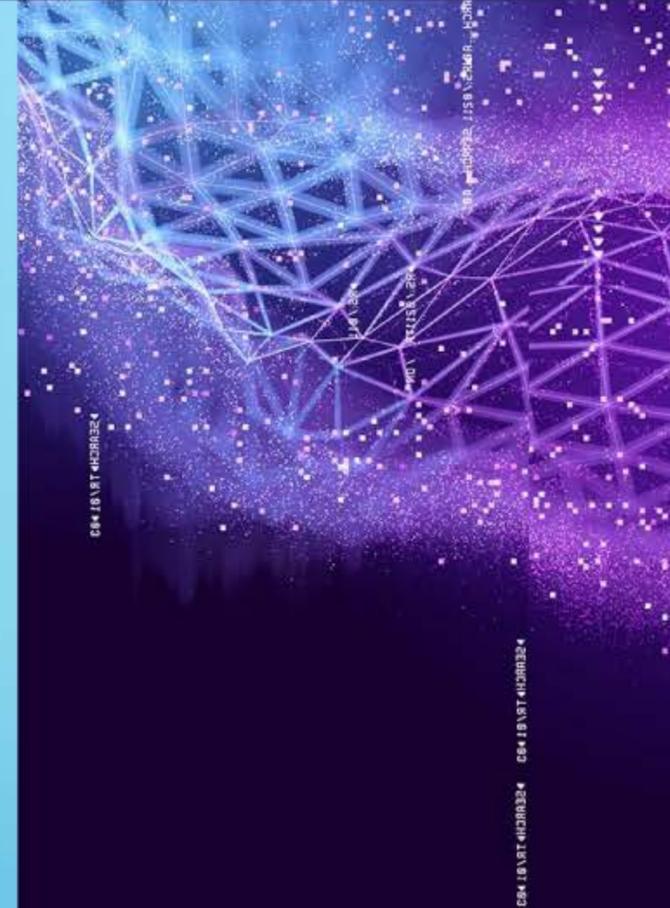
RETAIL



TRAVEL



INSURANCE



TECHNOLOGY



COMMUNICATIONS

Our Clients

Our teams are the clever people that lie behind some of your favorite brand experiences, including **Spotify**, **Hilton**, **Veritas**, **McAfee** and many more in the industries of **Technology**, **Entertainment**, **Enterprise**, **Retail**, **Gaming**, among others.



A large company with **career opportunities in many fields:**

Customer service specialist

Technical support engineer

Sales specialist

Game support

Data analyst

Reservation specialist

Back-office support specialist

HR support representative

Insurance risk analyst

Travel advisor

Career Progression

Here, you will work with great people on interesting projects with some of the world's biggest brands. Here, you'll develop new skills and experiences while tackling challenges in a supportive environment. Here, you'll keep your passions and interests alive because we believe your unique perspective adds value to your work.



Professional

- ✓ Consultant/Professional
- ✓ Senior Consultant/Senior Professional



Knowledge and expertise

- ✓ Subject matter expert
- ✓ Quality assurance
- ✓ Training
- ✓ WFM



Management

- ✓ Team manager/ Associate manager
- ✓ Account manager/ Associate Principle
- ✓ Director
- ✓ Associate Vice President



Executive

- ✓ Executive Vice President
- ✓ Senior Vice President
- ✓ Vice President

In 2021, we had over **167 internal career progressions**

76% of our management started their careers as consultants

HERE AT
SUTHERLAND
YOU CAN:

**BE
YOURSELF**



**DO
INTERESTING
THINGS**



**GROW
YOUR OWN
WAY**



Relocation Package

Your Flight and Relocation Budget

Should you be hired for one of our positions, your offer will include a **flight and relocation budget** of 1200BGN gross (roughly 610€), of which 50% is paid with your first salary, and the other 50% with your third month salary, to reimburse your flight and some initial expenses. Your Recruiter will guide you through the most important local advice and provide you with their contact, in case you need assistance.

For the Airport Transfer, you should use the official airport Taxi company - OK Super trans (+359 2 973 2121) – they have a desk when you arrive, and Taxis in Bulgaria are not expensive – a ride to the city center is roughly 20BGN.



Your Accommodation

As part of your offer, we include a 2-week stay in a private room of our corporate shared apartment or (in case it is occupied) in one of the trusted hotels which we partner with. In the meantime, we will help you with finding permanent accommodation in Sofia - we recommend you start looking for options as soon as you arrive. There are usually plenty of apartments or rooms available, with varying prices – you can find some options easily, and we will help you out along the way:

- ▶ www.imoti.net
- ▶ www.bulgarianproperties.com
- ▶ www.property.bg



Your Selection Process



COMPLETE
ONLINE APPLICATION



FIRST
RECRUITER CALL



CONDUCT YOUR VERBAL
LANGUAGE VALIDATION
AND RECEIVE YOUR
ASSESSMENTS
TO COMPLETE



VIRTUAL INTERVIEW
WITH YOUR POTENTIAL
NEW TEAM MANAGERS



DECISION
AND OFFER



ACCEPTANCE
AND RECEIVING
DOCUMENTATION



DIGITAL
CONTRACT
SIGNATURE

Please note that it is essential that you are responsive throughout, to avoid delays and ensure you have feedback from our side as soon as possible.

Your Selection Process



Initial Training

Training begins on your first day of joining Sutherland. There will be an initial training period, typically between 2 - 4 weeks. We will get 100% of your base salary during the training with us.

Therefore, please be aware that you need a sufficient budget for the first weeks of your stay in Bulgaria.



Contract Signature

A **permanent** or **fixed-term** employment contract is signed via the Evrorust app the week prior to starting, if you are an EU citizen. If you are not, the contract is signed on the first day of work before the training starts. The original must be signed in Bulgarian, according to company policy and Bulgarian law; however, you will receive an English copy as well.



Insurance

With the contract signature, you obtain access to the public social security system in Bulgaria, including the Bulgarian public health system. This includes private health and life insurance, courtesy of our partner Generali.

Documentation needed

A vital part of the selection process is **having your documentation in order.** Here's what we'll need from you in order for you to be able to sign a working contract:



1. Valid Identification Card

In case you do not possess EU nationality, a valid work permit/authorization of residence allowing you to work in Bulgaria.

2. Certificate/Diploma of the highest educational level you have achieved

(school, university degree, etc.). Please bear in mind that in the vast majority of cases, candidates must have completed their secondary education and have the diploma to show for it.

3. Clean criminal record, which we will help you take care of once you arrive. It is your responsibility to ensure this criminal record will be clean to the best of your knowledge. No older than 6 months.

4. Medical certificate issued by Bulgarian hospital/medical center. You can present it after your arrival in Bulgaria, but prior to your contract signing. Should you be arriving in Bulgaria just shortly before your training start date, we can provide you with a copy of your contract beforehand so that you are fully aware of what you will be receiving upon your arrival.

5. Your **IBAN** and bank account details in a **Bulgarian bank**, which you can arrange after your arrival in Bulgaria – we can also assist you with this.

6. Tax number (NIF) taken from a local NRA, which we will help you take care of once you arrive, should you not yet have one.

Employee Satisfaction

Our employees
are happy here!

We are keeping employee experience at the top of our game. Our team members' insights help us shape the way we do things here at Sutherland.



of our team members are **proud to work at** and **be part of Sutherland**



of our team members state that people of **all cultures and backgrounds** are **respected here**



of our team members said that their manager **creates a culture of trust and commitment** within their teams

Our Awards

As a **top international employer** in Bulgaria, Sutherland is regularly recognized with some of the most prestigious awards in the business, and as a **Great Place to Work** in Bulgaria.





*We are delighted to have
you join us!*

 sutherlandglobal.bg

 [SutherlandBulgaria](https://www.instagram.com/SutherlandBulgaria)

 [Sutherland Bulgaria](https://www.facebook.com/SutherlandBulgaria)