

Why your first job matters?



 **TELUS**® International

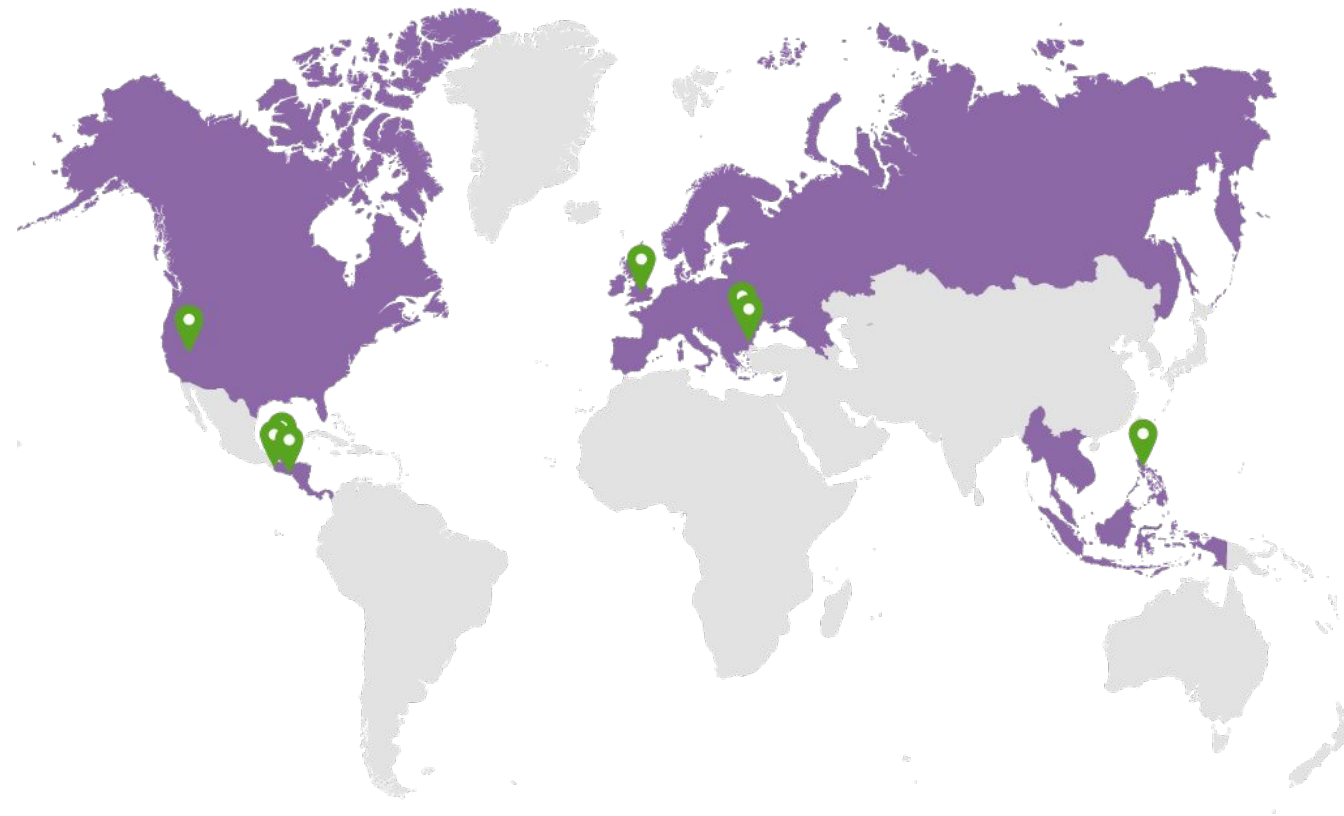
Agenda

1. TELUS International Bulgaria
2. Momchil - IT Q&A
3. Interview tips and tricks
4. Open positions



 **TELUS[®]**
International

Global footprint



North America

Central America

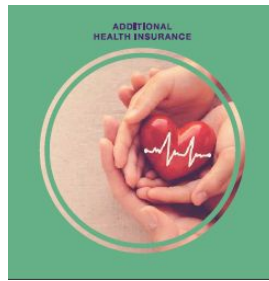
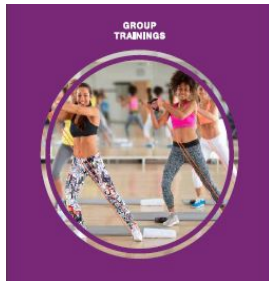
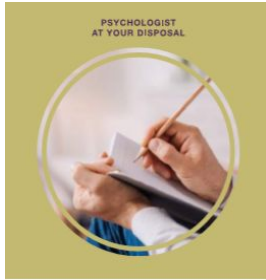
Europe

Philippines

China

India

Extensive social benefits



That is why we are called

#The

FeelGood
Company

IN THE OUTSOURCING BUSINESS

 **TELUS**[®]
International

Our offices in Sofia look like this



TELUS Days of Giving





Momchil Tsekov

Anti-Malware &
Team Lead

 **TELUS**® International

Be a voice
not an echo.



Q&A

 **TELUS** International

Tips for ensuring a successful interview



Agenda

1. How to prepare yourself for the desired job?
2. How to make the perfect CV?
3. How to ace your job interview?
4. The amazing opportunities you have for career start in TELUS International Bulgaria!

Step 1

Do a research

Do a research



1

List your strong qualities and interests that you want to use in your future job

2

Research opportunities through different channels - jobs.bg, Facebook, LinkedIn

3

Research companies - find and approach people who work there

4

If you have your mind set on a **certain profession**, search for related positions

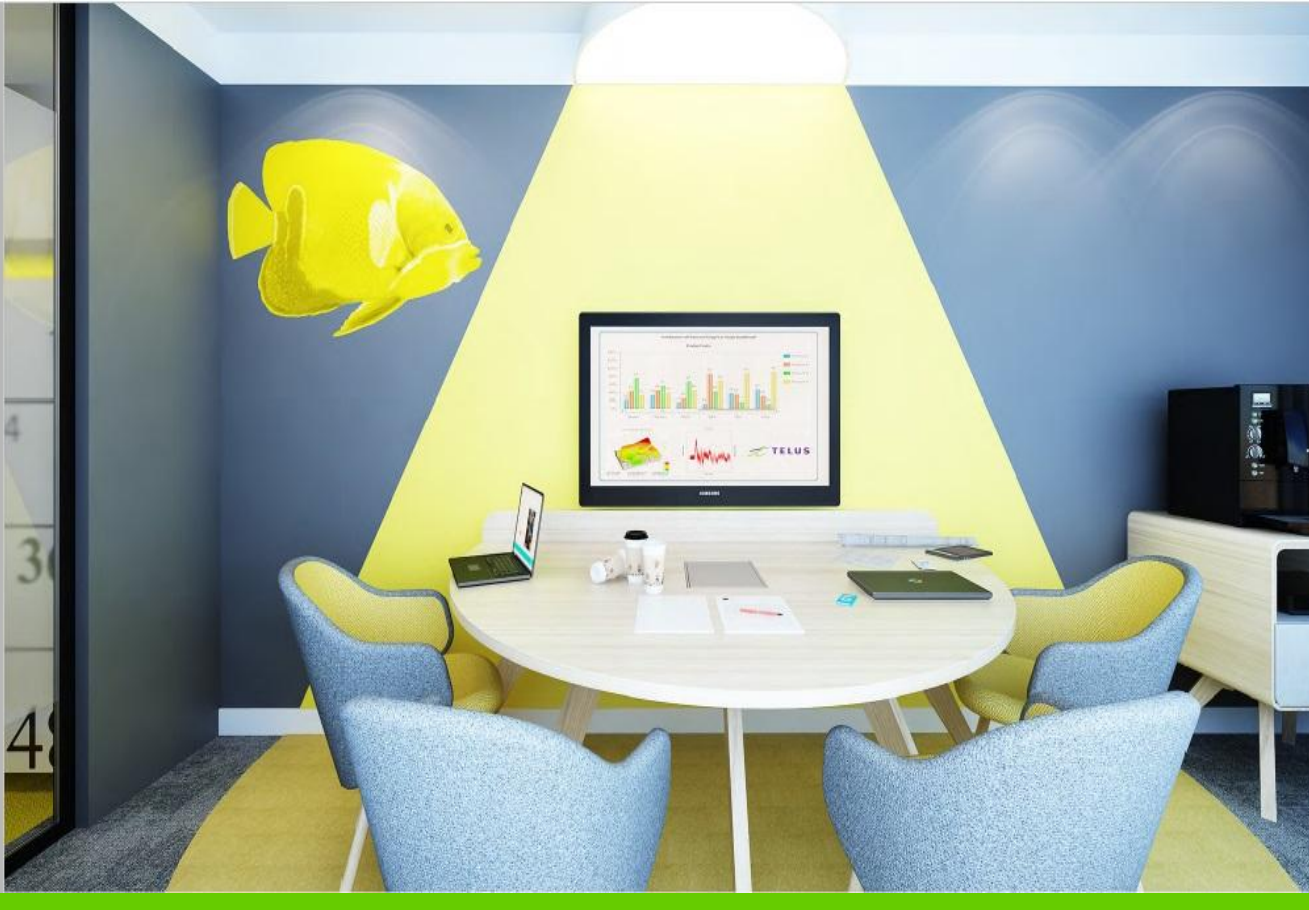
Step 2

Invest in yourself

Invest in yourself



- Develop your **soft skills** (communication, emotional intelligence, change management).
- **Customer service jobs** provide great opportunity for that. Go to job fairs, **ask for advice** the recruiters there.
- When you're fascinated by a person that provides you some service at some store, restaurant or institution **ask them for tips and tricks.**



LinkedIn



Facebook

Be spontaneous

Be proactive and send us your CV to:
recruitment.bg@telusinternational.com

Step 3

Make the perfect CV



STEVIE MARTIN'S

CV

BAR PERSON – THE OLD DAIRY

I love being a waitress because I like helping people and food

BAR PERSON – THE CANONBURY

I like being on the bar because I like beer and helping people

WRITER...HEAT

I write the best celebrity articles news you've ever seen in your life for heat's website. Sometimes they make people laugh sometimes they make them cry but my work always makes them feel an emotion.

WRITER - THE DEBRIEF

I decided to go to The Debrief when they launched and wanted to do some of my classic writing in order to revolutionise the site. I once wrote something about food and then also something about relationships and they're always the best articles on there. My editor once said "Thanks for submitting that article Stevie".

I HAVE ALSO WORKED AT MCDONALDS AND AN INDUSTRIAL ESTATE WHERE I STAPLED PIECES OF PAPER AND PUT THEM IN BOXES AND FREELANCED FOR THE EVENING STANDARD AND PRIMA BABY AND PREGANCCYY MAGAZINE AND COMPANY MAGAZINE AND I WAS IN A MUSICAL AT SCHOOL CALLED GREASE BUT IT WASN'T THE ACTUAL VERSION IT WAS AN ADAPTED VERSION I WAS THE CAR IN THE DRAG RACE. I'M AVAILABLE FOR FREELANCE WRITING JOBS IF YOU'D LIKE.

WRITER GOTHINKBIG

I CURRENTLY WORK HERE AND AM LOOKING FOR A NEW JOB

I ALSO WORKED HERE



EDUCATION:

1999-2004 – COUNTY HIGH SCHOOL LEFTWICH

I GOT THE FOLLOWING GCSE'S:

MATHS
HISTORY
GEOGRAPHY
FRENCH
DRAMA
ENGLISH LIT
ENGLISH LANG
ART
BIOLOGY
CHEMISTRY
PHYSICS
SCIENCE PLUS

SATS:

ENGLISH LEVEL 8
MATHS LEVEL 4
SCIENCE LEVEL 5



2004-2006 – Sir John Deane's College

AS LEVELS:

English Lit A
English Lang A
French B
Psychology A

2006-2010 Durham
University
English Literature: 2:1

2010-2011 City University

Magazine Journalism MA: Merit

A LEVELS:
English Lit A
English Lang A
French B

Breakdown of MA scores:

Politics: merit
News writing: merit
Entertainment writing: distinction
Media law: pass
Features writing: distinction
Online journalism: merit

OTHER THINGS:

Won a short story award

Won the Art and English award at high school

Was on the school magazine

Was in the following plays: Macbeth (but it was modernised to they were all set in present day it was really good I was Macbeth and Lady Macbeth and all the characters actually), Rome and Juliet (I played both), Doubt (I was meryl streeps character off the film), Love Actually (the stage version!!!!)

Common CV mistakes

1 ✘

Wrong contact information

2 ✍

Poor job descriptions

3 !

Grammatical errors

4 h

Weird fonts

6 🐕

Too long CV - more than 2 pages



5 ¶¶

Huge unbroken paragraphs

7 ?

No explanation for gaps in your work experience

8 😞

Lying about work experience

9 🏆

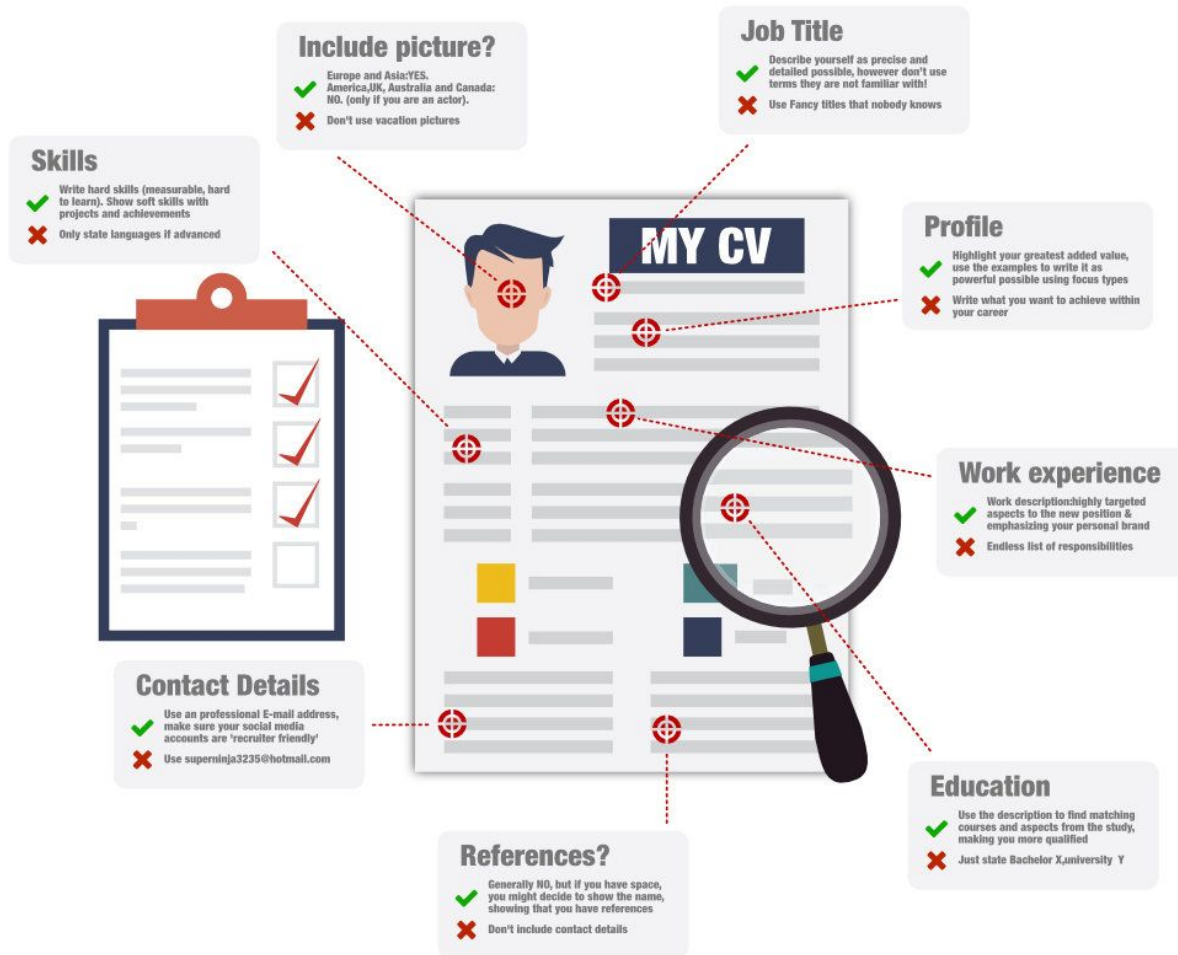
Not mentioning your achievements

10 🗨️

Too much detail in older roles



Make the perfect CV



Step 4

Interview or an exam?

Reminders before you start...



**Check your
audio
connection.**



**Check your mic
is muted.
Unmute when
needed.**



**Check your WIFI
connection.
Connect to LAN**



**Devote your full
attention to the
session**

Interview or an exam?

INTERVIEW



**Are you up for
flexible shifts
and work hours?**



Open positions

- Social Media Content Review Analyst with **French/ German/ Russian/ Danish/ Dutch/ Finnish/ Arabic** and English
- Game Support Representative with **Russian/ Italian /Spanish/ Arabic/ French/ German/ Turkish** and English
- **Italian/ German/ Spanish** Speaking Travel Experience Advisor for Airbnb
- Fitbit Products Support Specialist with **German/ Dutch** and English
- Online Store Advisor with **German/ Greek** and English
- iRobot Support Specialist with **Dutch/ Hungarian** and English
- Rent-a-car Representative with **Dutch**

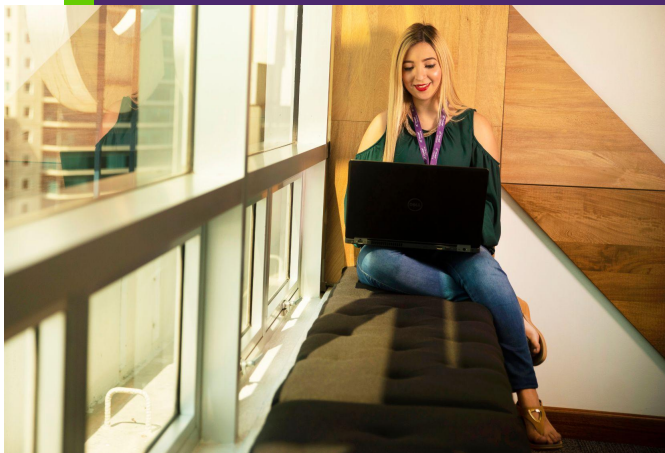
Apply now!

Be a voice
not an echo.



Q&A

 **TELUS** International



Thank you!



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