

Global Bilgi is the first call center which has provided Kharkov dwellers with 250 workplaces

In February 2012 the International outsourcing call center Global Bilgi opened the fourth location in Kharkov. Such decision was made not by chance: in Kharkov there are a plenty of higher education establishments, a lot of young specialists, a convenient geographical location. Global Bilgi is planning to organize 250 workplaces, thus providing Kharkov dwellers with 350 vacancies.

One of Global Bilgi company's strategies is broadening of business in the Russian market. Kharkov appeared to be a perfect place for opening of a new location - because it is the biggest city in the Eastern Ukraine and the main student center of the country. The city has 29 higher educational establishments in which there study more than 300 000 students.

«We are very much interested in young and ambitious specialists. Our company is constantly developing its employees, helping them both in the professional sense and in the sphere of career making, providing them with a colossal experience of working with people.

Within the year 2011 only at all our locations there were trained more than 800 employees of the company. Specialists took the advantage of listening to trainings dedicated to sales via phone, they had a great chance to develop their skills of effective communication with clients. We also organize trainings dedicated to career enhancement, resistance to stresses and a lot of other programs aimed at stimulating professional growth and development of employees inside of the company. That is why when new vacancies appear we first of all make internal selection. For example, in 2011 out of all the call center operators there were selected 27 persons for different departments to occupy different positions, and when the new location will be opened in Kharkov the number of promotions will grow significantly», the Director of HR Department Natalya Prots said.

At present Global Bilgi Company collaborates with the International Youth Organization AIESEC in Kharkov, which unites young people from 107 countries. They make presentations at Kharkov higher education establishments the students of which demonstrate interest to the company, to its activity in the Ukrainian market.

In this way, Global Bilgi provides Kharkov dwellers with a decent number of work places. It guarantees interesting work in the young and friendly team, a possibility to develop communication skills to communicate with clients, shift-based schedule of work, a possibility to combine study and work.

Information about Global Bilgi Company

Global Bilgi is an outsourcing call center. The company is a part of Turkcell Group, the annual financial turnover of which is 6 billion USD. Our staff is formed by more than 10000 employees working in three countries – Ukraine, Turkey and Belarus. In terms of size Global Bilgi is among the top 5% among the outsourcing call centers of the countries of Europe, Middle East and Asia.

In Ukraine the company started its activity in October 2008, and as of now the number of its employees exceeds 700 persons. The call centers of Global Bilgi are located in four cities – Kyiv, Dnipropetrovsk, Sumy and Kharkov. The company also has eleven call centers in Turkey and Belarus. The first client of Global Bilgi in Ukraine become life:) mobile communication operator in December, 2008.

Additional information about the company can be found at the site: www.globalbilgi.com.ua