

## INTERVIEW ASSESSMENT FORM

DATE TODAY: 13/09/2024

Do you have any travel plans? <span style="float: right;">No</span>	If yes, where?	NA
Expected date of travel: NA	Purpose:	NA
Do you have a pending case? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	If yes, what kind of case:	NA

Applicant's Complete Name:	Jason Jerome Robinson	Nickname:	Robi
Position Applied	CSR- Voice	Marital Status	Single
No. of Kids:	0	Age	26 yrs old

**Source of Application:**

<input type="checkbox"/> WALK-IN	<input type="checkbox"/> FACEBOOK	<input type="checkbox"/> JOBSTREET	<input type="checkbox"/> MYNIMO	<input type="checkbox"/> REFERRAL pls. specify the name:Text here.	<input checked="" type="checkbox"/> OTHERS: Linkedin
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**Please use this form as a guide to assess or evaluate the applicant's qualifications for employment.**

Typing Test	WPM	48	Accuracy	99	<input checked="" type="checkbox"/> Pass <input type="checkbox"/> Fail	Expected Salary	B: 18k P: 20k	Availability	ASAP
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**A. IS THE APPLICANT PREPARED FOR THE INTERVIEW?**  PRESENTABLE  YES  NO  AVERAGE

**B. COMMUNICATION SKILLS**  EXCELLENT  SATISFACTORY  NEEDS IMPROVEMENT

**COMPREHENSION SKILLS**  EXCELLENT  SATISFACTORY  NEEDS IMPROVEMENT

**C. WORK EXPERIENCE (Latest 3)**

EMPLOYER	EMPLOYMENT DATE	ACCOUNT	ALL-IN SALARY	REASON FOR LEAVING
Concentrix Cebu (BPO)	February 2024- Present 7 months	Comcast	B: 16k P: 18k	Looking for a company that offers work and life balance and better compensation
Alorica Cebu (BPO)	October 2023- December 2023 2 months	Telco	B: 15k P: 16k	Motorcycle accident. He broke his arms.
Qualfon Dumaguete (BPO)	April 2021- December 2021 8 months	Amazon	B: 12k P: 15k	A specific situation affected him. Details are in the remarks.

**HR Interview**

Interviewer:	Hanna	Date Interviewed:	13/09/2024
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**Remarks:**

-Can work on-site. Can work the graveyard shift and is okay with a shifting schedule. Willing to undergo PEME.

-He is the youngest of three. He is half American and Filipino and has been staying in the Philippines for 20 years. He has one half-sister and one legally adopted brother. His mom has already passed away, while his 73-year-old dad is a retired American military officer.

-Currently living in Consolacion with his partner.

-He has no plans to migrate to the U.S. and is just planning to visit from time to time since he is well accustomed to Filipino culture and has spent his entire life here.

-He is a college undergraduate and has no plans to pursue further education as he lacks passion for Information Technology. He wanted to study Animal Science; however, his mom wanted him to pursue IT.

-He claimed that he can immediately resign from Concentrix if immediate classes are available, as he desires a work-life balance. He mentioned that at Concentrix, he does not have a fixed schedule, which changes every month, and he has split rest days.

-At Qualfon, he was promoted from agent to SME to Team Leader during his short stay. However, one of his agents committed fraud using his computer, which led him to be redeployed to another account. Although the new account offered better compensation, he chose not to accept it due to the negative experience. He felt overwhelmed and affected by the situation.

-At iPloy: received good reviews and has fixed rest days.

-Has Certificates of Employment (COE) from Qualfon and Alorica.

**Result**  Passed  Failed

**OM/OD Interview**

Interviewer:	Iris	Date Interviewed:	13/09/2024
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**Remarks:**

Communication Skills: 5.5/10

BPO Experience: 1 year and 5 months (Telco, Amazon, Comcast)

Discovered the job posting on LinkedIn and conducted some research

Heard and read positive feedback online about the company

At Concentrix, he had weekly shifting schedules, which negatively impacted his mental health and personal relationships

Currently renting in Consolacion, but the rent is increasing, so he's looking for a higher-paying job

His father lives in Dumaguete

Partner works as a teacher at QQ English

His last working day at his current job is October 7, 2024

Easily adaptable; Assures he's reliable

Eager to learn and develop skills; Known to be trustworthy

As a Team Leader (TL), it was common practice for him to allow agents to use his PC for processing refunds, although he was not present during the process. This was allowed by the Operations Manager (OM). Computers were left open during lunch and breaks. He handled tenured agents as a new TL (6 months), trusting them more than he should have. Eventually, access was revoked for him and six other supervisors. Some were reassigned to different accounts, while others chose to resign.

The new policy no longer allows agents to use the TL's PC.

He has a heart condition from two years ago, caused by pushing himself too hard in sports. A valve in his heart is improperly connected. It's only triggered during physical activities, and he doesn't require regular maintenance.

In 2019, he had a minor incident. His father helped him get back to school, but in his third year, he had to stop due to panic attacks. He took time off to rest before returning to work.

Helping others gives him a strong sense of fulfillment.

Moved out at 25 years old due to his health condition and has been living independently.

Siblings are in the U.S.; both his mother and father are there as well.

He wants to build a future in Cebu.

His father works as a housekeeper.

He doesn't believe going abroad is the solution to his problems.

Wants to build a career at iPloy, where he believes he can make others happy and improve himself.

He is dedicated and committed to giving 110% to everything he does.

Transportation won't be an issue, as he has his own motorcycle and lives in Consolacion.

Expected base pay: 18K; All-in: 20K

Available to start after October 7, 2024

<b>Result</b>	<input checked="" type="checkbox"/> <b>Passed</b>	<input type="checkbox"/> <b>Failed</b>
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<input type="checkbox"/> <b>Keep in Pool (Ben)</b>	<input type="checkbox"/> <b>Keep-in-pool (Initial interview and OM/DM interview)</b>	<input type="checkbox"/> <b>No Show</b>
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