

INTERVIEW ASSESSMENT FORM

DATE TODAY: 10/11/2024

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

Applicant's Complete Name:	Aljhon Zuniega	Nickname:	AJ
Position Applied	CSR-Voice	Marital Status	Single
No. of Kids:	0	Age	32

Source of Application:

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

Typing Test	WPM	35	Accuracy	98	<input checked="" type="checkbox"/> Pass <input type="checkbox"/> Fail	Expected Salary	22k -25k	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
TTEC (BPO)	May 2024 - October 2024 5 months	Verizon	24k	He initially applied for a CSR account but when he was endorsed to production, a sales metric was included. He mentioned that he does not do well with sales. Asked for TLs help but none could be done about it.
Dyninno (BPO)	Oct. 2023 - December 2023 2 months	Airline	18k	He tried sales this time but it did not work well with him
EXL (BPO)	December 2022 - August 2023 8 months	All State Insurance	22k-23k	looking for better opportunities and a new environment

HR Interview

Interviewer:	Trina	Date Interviewed:	10/11/2024
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Remarks:

- can work onsite> okay with any working schedule (regardless of the time)> willing to undergo PEME
- can converse, average tone, pron errors were observed, minimal regional accents were observed as well

about:

- originally from Leyte> currently staying with her girlfriend in Punta> partner works at accenture> no plans on going back to accn> father passed away> mom is a housewife> 5 siblings > 5th from the order
- College undergraduate> no plans to pursue
- he tried to shift to sales because of the commission her heard from her friends but he realized that sales is not for him> no plans on going back to sales
- gap of employment: He assisted with his uncle's food shop while his uncle gave him an allowance for doing so

EXL: the company and the account were lenient with the attendance of the agents. He noticed and observed that some agents would always be late or absent for a couple of days even more than a week and could come back like nothing happened> did not want to be surrounded by that kind of environment.

- bpo: been working in BPO since 2015
- claims to have no attendance issues and was always punctual at work
- committed to staying long-term for stability and career growth
- Heard of iploy from Facebook
- he is expected to be punctual, good attendance, and will give his excellent customer service skills
- can start on Monday

Result **Passed** **Failed**

OM/OD Interview

Interviewer:	IRIS	Date Interviewed:	10/11/24
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Aljhon Zuniega - passed voice
 Comms: 5.2/10
 BPO exp: more than 6 years (Hotel Reservation, Telco, Insurance, E-bay)

- Learned about the job opening through the iPloy Facebook page.
- Interested in the CSR position as he no longer wants to pursue sales; appreciates the 50k SOB and convenient location.
- Has experience in a sales role but realized it wasn't the right fit, prompting his return to CSR.
- Resides in Punta Princesa with his girlfriend, who works at Accenture.
- Assure that location is not an issue at all and won't compromise her attendance.
- Possesses empathy and sympathy for customers.
- Quick learner.
- Seeks a company with strong policies; based on his experience at EXL, where leniency led to employees being absent for over 10 days without reprimand, he finds a strict approach to performance and attendance more motivating.
- Excited about the opportunity at iPloy due to its focus on policies.
- Confident he will be a valuable addition to the team.
- Open to an all-in package of over 20k.
- Available to start immediately.

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