

INTERVIEW ASSESSMENT FORM

DATE TODAY: 10/14/2024

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:	Maria Crystal Tuñacao	Nickname:	Crystal
Position Applied	CSR-Voice	Marital Status	Single
No. of Kids:	1	Age	32

Source of Application:

<input type="checkbox"/> WALK-IN	<input type="checkbox"/> FACEBOOK	<input type="checkbox"/> JOBSTREET	<input checked="" type="checkbox"/> MYNIMO	<input type="checkbox"/> REFERRAL	<input type="checkbox"/> OTHERS:
----------------------------------	-----------------------------------	------------------------------------	--	-----------------------------------	----------------------------------

Please use this form as a guide to assess or evaluate the applicant's qualifications for employment.

Typing Test	WPM	36	Accuracy	99	<input checked="" type="checkbox"/> Pass	<input type="checkbox"/> Fail	Expected Salary	18k	Availability	ASAP
-------------	-----	-----------	----------	-----------	--	-------------------------------	-----------------	------------	--------------	-------------

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
QWEST (BPO)	July 2021 - Jan 2022 6 months	Healthcare	18k; with commission: up to 35k	seasonal account> reprofiled but was on a floating status no slots for other accounts
Eperformax (BPO)	Jan 2017 - June 2018 1 year and 5 months	eBay Australia	22k-23k	father had an accident, was amputated> she was the one who took care of him> father was demotivated as well but is now doing great
Tech Mahindra (BPO)	Aug 2015 - May 2016 9 months	Verizon	18k	salary disputed> multiple times> submitted a ticket multiple times and there was no resolution> even after leaving the disputes were not credited

HR Interview

Interviewer:	Trina	Date Interviewed:	10/14/2024
--------------	--------------	-------------------	-------------------

Remarks:

- can work onsite> okay with any working schedule (regardless of the time)> willing to undergo PEME about:
- BPO: 5 years
- Mother of 1, 11 years old> taken care of by her mother and her sister> parents are separated> biological dad is living with her sister in Iligan, no work> mother has a variety store> 2nd among 4 siblings> eldest is in Iligan> 3rd is in Medellin> 4th is with them; online selling> youngest is shs grad> step-father: collector > partner and she are already separated and partner is not giving any for their child> living in Consolacion with her family> okay with travel
- College undergrad> 2010-2012> stopped because of financial issues> no plans to pursue
- During the time that she was taking care of her father, she was helping his sister with her WFH job> handling recruitment, calls, etc. and she did this for 2 years as well> earning around 20k-22k> went back to Cebu to look for a more stable job and also build her career. After Qwest, her mom asked her to take care of their variety store and she also took this time to have a rest and focus on her family. She mentioned that she is looking, preferably, for work onsite job than WFH but not closing her door to the opportunity. Her focus is to have a stable income and a stable career to support her child and save up for her child's education. She is now going back into the industry to build her career and for her future as well
- She claims to have no attendance issues and is committed to staying long-term especially since she is not getting younger.
- iploy: mynimo
- expect: excellent customer service, good attendance and applying her experience in the field

Result **Passed** **Failed**

Final Interview

Interviewer:	Ramz	Date Interviewed:	10.15.2024
--------------	-------------	-------------------	-------------------

- Com skills: 5.5/10 with 2yrs plus BPO experience
- Personality: easy to talk to; approachable; flexible; she loves to talk; Her kid is her weakness – easily gets affected when something is wrong like she gets sick; loves to talk about her family
- College undergrad-2nd year- due to lack of financial support – difficult time with the family
- She was an achiever way back elementary year

- Broken family- Mother: housewife; father: stay at home – siblings supporting them
- She grew up with her mother; she does not talk much about her father a lot as there was no support from him ever since;
- Her daughter (11yrs old), is her motivation in life to move on; broke up with the father of her child 2yrs ago; she finds him immature reason why things did not work out;
- GAP: 2018-2021 – worked with her sister who works as a VA. She was assigned in the back office.
- Gap: 2022 – present – works with her mother in her store; her mother actually wanted her to be there for her since their business grew.
- This is her 2nd time applying in iPloy; she failed in the assessment
- She said she is very particular with attendance. She works even if she got sick before.
- Can be an asset to the company with her BPO background

Result



Passed



Failed

Keep in Pool (Ben)

Keep-in-pool (Initial interview and OM/DM interview)

No Show