

INTERVIEW ASSESSMENT FORM

DATE TODAY: 12/11/2024

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

Applicant's Complete Name:	Cedric Salili	Nickname:	Cedric
Position Applied	CSR - Voice	Marital Status	Single
No. of Kids:	0	Age	31

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 pls. specify the name:Text here.	<input type="checkbox"/> OTHERS: Text here
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Please use this form as a guide to assess or evaluate the applicant's qualifications for employment.

Typing Test	WPM	36	Accuracy	96	<input checked="" type="checkbox"/> Pass <input type="checkbox"/> Fail	Expected Salary	20k-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
Intouch CX (BPO)	Sep 2023-Nov 2024 (1 year & 2 months)	Shopify	25k all-in; Up to 9k incentives	Salary disputes for 4 months
Intouch CX (BPO)	Mar 2023-Jul 2023 (4 months)	Netflix	23k	Seasonal account
Sykes (BPO)	Apr 2022-Feb 2023 (10 months)	Telco	19k	Personal reasons - personal relationship

HR Interview

Interviewer:	Nina	Date Interviewed:	11/11/2024
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Remarks:

ok tone, can express ok, ok pronunciation, minimal fillers, ok grammar

- college level (2016-2017); has 2 siblings, eldest; breadwinner; currently residing in Mandaue with family
- mom > manages a small convenience store; dad > deceased; siblings > 1 has own family & unemployed, 2 studying
- why bpo > more opportunities for undergrad, stable industry
- why iploy > heard from one of his colleagues - work-life balance, no salary disputes, attendance incentives, free Friday meal, no work on US holidays
- long term plan > stay for a long time, higher position
- what to expect > pour his very best, attendance, hit score cards
- no attendance issues; no medical conditions; has pending COE from Intouch
- willing to undergo PEME once hired
- open to graveyard shift and any changes in work schedule (regardless of time)

Result **Passed** **Failed**

OM/OD Interview

Interviewer:	Iris	Date Interviewed:	12/11/2024
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Remarks:

Comms: 5.2/10 BPO exp: 2 years (Shopify, Netflix, Telco, Healthcare (BlueCross/Blueshield of NY)) - Discovered the job opening on the iPloy Facebook page. - Attracted to the walk-in opportunity advertised (though conducted virtually), as some of his friends work at iPloy, and he liked the bi-weekly attendance bonuses and Friday meals. - Intouch CX (Netflix account): Base pay of 16K; all-in 23K, with rice meal allowance, clothing allowance, and tenure-based experience allowance. - Shopify: Base pay of 18K; all-in 25K with an additional 2,000 on the base pay. - Concentrix (8 months) on the Anthem healthcare account: Responsible for verifying patient plan coverage, pre-authorization, and claims, including JCodes exclusions. Left due to pneumonia. Earnings: 8-9K per payout; base pay 13K; all-in 16K-17K. - Consistently upholds integrity and confidentiality, especially when handling sensitive information. - Loved the environment and team at Concentrix but had to leave due to medical concerns. - Passionate about e-commerce but resigned from his last role due to salary disputes. - No attendance issues; had only one absence at Intouch due to fever. - He prioritizes focus on his work. - Known for tenacity, as he forgoes breaks to learn processes thoroughly and continuously improve. - Open to a reasonable salary range of 20-25K all-in. - 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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