

INTERVIEW ASSESSMENT FORM

DATE TODAY: 11/28/2024

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:	John Jasper Labial	Nickname:	John
Position Applied	CSR-Voice	Marital Status	Single
No. of Kids:	0	Age	30

Source of Application:

<input type="checkbox"/> WALK-IN	<input type="checkbox"/> FACEBOOK	<input checked="" 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	Accuracy	<input checked="" type="checkbox"/> Pass <input type="checkbox"/> Fail	Expected Salary	b: 21.5k-22k p: 22k+	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
Accenture (BPO)	sept. 2023 - November 2024 1 year and 2 months	Google	p: 26k	redundancy> company could no longer provide an account, for now,> floating for a month
Teletch (bpo)	December 2022 - August 2023 8 months	Fios Verizon	p: 20k	salary disputes> reached out> no proper resolution
ResltsCX (bpo)	sept. 2021 - December 2022 1 year and 3 months	Centene	16k	salary disputes> reached out to his supervisor and to hr> happened multiple times already, no proper resolution

HR Interview

Interviewer:	Trina	Date Interviewed:	11-28-2024
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Remarks:

- can work onsite> okay with any working schedule (regardless of the time)> willing to undergo PEME
- address: LLC> living independently> educ: 3rd year college undergraduate> no plans to pursue> family: Bohol > broken family> mom: unemployed, depending on him> father: no idea, no communication> 5 younger siblings, eldest>
- attendance: no attendance issues> receives award because of it
- iploy: heard from her coworker who is working here> pro-agents> jobstreet/seek> not referred
- commitment: long-term commitment> aiming for a longer stay to grow her skills and growth> aiming for a higher position as well
- except: can provide his skills and dedication for the work> will do the best thing that he can do
- can start anytime and can provide coe

Result Passed Failed

OM/OD Interview

Interviewer:	Iris	Date Interviewed:	November 30, 2024
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John Jasper Labial - passed voice
 Comms:5/10
 BPO exp: more than 3 years (healthcare, telco, tcsr)

- Learned about the job opening through JobStreet
- Interested in the CSR position, with a common friend connected to iPloy, and heard that iPloy is a professional agent company offering good HMO benefits
- Experienced in pre-authorization and handling medication concerns
- Hireable due to possessing all the qualities we're looking for, along with healthcare experience
- Passionate about delivering high-quality work
- Confident he will be a valuable team member due to his dedication and enthusiasm
- Fully self-dependent, ensuring attendance will never be an issue

- Expected salary: BP 21k
- Available to start anytime, or as soon as tomorrow

Result

Passed

Failed

Keep in Pool (Ben)

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

No Show