

INTERVIEW ASSESSMENT FORM

DATE: 8/5/19

APPLICANT'S COMPLETE NAME: Pao, Jacqueline Arellano NICKNAME: Jacky
 POSITION APPLIED: CSR MARITAL STATUS: MARRIED, 2 kids AGE: 34
12 yo. 17 yo.
 WALK-IN FACEBOOK JOBSTREET MYNIMO REFERRAL, pls. specify: separated Husband: OTHERS: _____

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

TYPING TEST: WPM 48 ACCURACY 98 PASS FAIL Expected Salary 20k minimum Availability ASAP

A. IS THE APPLICANT PREPARED FOR THE INTERVIEW? 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 (CSR)	July 2018 - July 2019 (1 yr.)	Homedepot	± 20k	account closed
eperformax (CSR)	May 2017 - June 2018 (1 yr. 1 mo.)	eBay	± 21k (w/ROTS)	small basic salary
Opsify (CSR)	Nov. 2016 - May 2017 (6 mos.)	Coupon	22k	account close

HR Interview

Interviewer: Jaysa Date interviewed: _____
 Remarks: Has good communication skills. iPloy - fixed RDS to spend time w/ her kids. Claims that she's fast learner and no attendance issues. Wanna stay long in the company.
 Result: Passed @ 11:15 PM for am Failed

OM/OD Interview

Interviewer: Doc Date interviewed: _____
 Remarks: - More than 4 years BPO experience
- 5.5/10 comm skills
 Result: Passed Failed

Client Interview

Interviewer: _____ Date interviewed: _____
 Remarks: _____
 Result: Passed Failed

Job Offer

Result: Accepted Declined

HR Signature & date

OM/OD Signature & date

[Signature] 08/05/19

Curriculum Vitae

Jacqueline A. Pao

Linao, Talisay, CEBU

Jacquelinepao85@gmail.com

+63 922 690 7616

Course: Bachelor of Science degree in Nursing

COMPUTER SKILLS: Microsoft Word ; internet browsing ; Microsoft Outlook

- Willingness to co-operate with others and work to the greater good;
- Focuses and guides self and team members in accomplishing work objectives.
- Deals effectively with others in antagonistic situations, using appropriate interpersonal styles and methods to reduce tension or conflict.
- Maintains stable performance under pressure or opposition , handling stress in a manner that is acceptable to others and to the organization.
- Multi-tasking capabilities;

WORK EXPERIENCE:

July 2018 - July 2019

1.
 - **Concentrix CVG** (I3 Bldg., IT PARK, LAHUG, CEBU CITY)

Banking -

- CSR
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms
- Identify and escalate priority issues per Client specifications;
- Redirect problems to appropriate resource;
- Billing explanation

2.
 - **Eperformax** (JY , Lahug, Cebu City) (1 Year) May 2017 - June 2018

Ebay Account -

- Customer Service Representative
- Follow up and make scheduled call backs to customers where necessary;
- a multinational e-commerce corporation based in San Jose, California that facilitates consumer-to-consumer and business-to-consumer sales through its website

3.
 - **OPSIFY** (ebloc 4, IT PARK , LAHUG, CEBU CITY) (6 Months) Nov. 2016 - May 2017

Groupon Account -

- Customer Service Representative
- Follow up and make scheduled call backs to customers where necessary;
- marketplace connecting subscribers with local merchants by offering activities, travel, goods and services in 15 countries.

4.
 - **TECH MAHINDRA** (ebloc 3 , IT PARK, LAHUG,CEBU CITY)

Verizon Technical Support Representative -

22k (9 months) June 15, 2015 – March 31, 2016

- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services;
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms;
- Research required information using available resources;
- Follow standard processes and procedures;
- Accurately process and record call transactions using a computer and designated tracking software;
- Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business;
- Follow up and make scheduled call backs to customers where necessary;
- Stay current with system information, changes and updates

RPI: Pay disputes every pay

5.

• **ALORICA CEBU (SKYRISE 1 , IT PARK, LAHUG, CEBU CITY)**

ATnT UVERSE Technical Support Representative -

18/12

(1 year) April 15, 2014 – April 15, 2015

- Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet;
- Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services;
- Diagnose and resolve technical hardware and software issues involving internet connectivity, IPTV, VOIP and more;
- Research required information using available resources;
- Follow standard processes and procedures;

RFV. account close

CHARACTER REFERENCE:

-DON JOHNSON CALUYA	- ALORICA CEBU	0942-020-7 876
-Kristona Chidoth Tagupa	- ALORICA CEBU	0999-153-3328
- JB BOQUILLON	- TECH MAHINDRA	0916-6198 930
- Hanna DeAnas	- TECH MAHINDRA	0917-170-3312
- TL Jeb	- OPSIFY	0995-223-8942
- Resty	- Eperformax	0999-8867688
- Vince Tan	- Eperformax	0998-966-6935
-KARA GILIG	-Concentrix cvg	0932-413-4501