|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Skills Developed** | **Challenge** | **Action taken** | **Results** | **Self-reflection/ Key takeaway** |
| **Adaptability**  (e.g challenge faced in an internship; situation where you handled a lot of pressure; time you failed) | New project was handed over to use with no road map which resulted in getting number for escalations | Created a roadmap to process the request and save data based on created template | Project got streamlined and the report accuracy got improved low escalation rate | Need to have a proper road map and guide for better performance |
| **Analytical**  (e.g project where you had to perform detailed research and analysis) | Tracking performance and creating analysis based on raw data | Created templates which helped extract required data from given data set which helped analyze the data and give proper insight | Helped management plan the resource to increase productivity and profit | Need to understand the data set and modify or mold the data based on requirement |
| **Communication**  (e.g convince someone of your idea, present complex information, get your point across) | Sell the new template created to track schedule adherence and performance of team to operations | Created a presentation explaining the changes with example | Saved money and increase service level of process | Need to confident about your product and good communication skills |
| **Initiative**  (e.g stepped up to a challenge, identified a problem and took action to solve it, did something even though not your responsibility) | High calls getting abandoned and operations was giving overtime to reduce the abandoned percentage | Highlighted operations that we can save on overtime money by reducing schedule adherence | Helped save company 200k a year | Having insights is important |
| **Skills Developed** | **Challenge** | **Action taken** | **Results** | **Self-reflection/ Key takeaway** |
| **Leadership**  (e.g coordinated several people to achieve a goal, led a group but not successful) | Support nesting agents(new agents) and was unable to deliver target which was set by operations | Updated the road map thinking operations requirement and agent’s capacity | Was able to achieve targets | Every person have different capacity so need to update the plan based on need |
| **Planning & Organization**  (e.g overcame a tight timeline, handled multiple responsibilities, manage your time and prioritize tasks) | Had to deliver new automated report to clients | Reallocated the work load and divide the work responsibility to meet the time line | Reports where delivered on time | Need to have good time management skiils |
| **Problem-solving skills**  (e.g talk about a problem/obstacles faced to reach a goal and how you solved it) | Team was getting errors on regular basis all based on negligence | So created a checklist which help reduce the silly error and increase process quality | Met quality requirement | Need to know the issue to create a counter plan |
| **Teamwork**  (e.g when you worked on a team to achieve a goal; conflict faced when working on a team; working with a team member not cooperative) | Was facing issue making one of the team member ready to go with the plan | Sat down with the team member to understand his opinion and made changes to original plan | Team was able to come on one page and delivery the requirement | Having everyone one same page is important |