



Interview Declaration of Skills

Name & Surname: Sfiso Nyathikazi

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Position Applied for: Senior PHP Developer

Contact number: 073 527 7220

*Please TICK the correct box

	QUESTIONS	YES	NO
1	Are you proficient with a computer?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2	Do you know how to use Word?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3	Do you know how to use Excel?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4	Have you worked in a call centre before?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Have you worked according to targets before?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Have you worked directly with the public before?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
7	Have you ever effectively dealt with an irate client?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
8	Are you currently working?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	Have you ever received call centre training?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10	Have you ever lead a team or a project?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11	Can you spend 5 consecutive hours on a phone?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
12	Are you always on time?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
13	Do you effectively communicate with your manager/supervisor?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
14	Do you handle workplace conflict well?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
15	Can you work under pressure?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
16	Can you motivate yourself?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
17	Are you easily demotivated?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
18	Are you comfortable with the company doing a reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

*If you answered YES to questions 7; 9; 10; 13; 14; 15 & 16 please answer the questions in full

sentences below:

(7) Please tell us how you dealt with an irate client:

(9) Please elaborate on the call centre training you have received, listing which areas the training focused on:

(10) Please describe the team that you led/project that you managed including the style of leadership you used:

I managed/led a team of six (6) developers where we were developing a reporting system for help desk client. The leadership style I adopted was a participative leadership

(13) Please give an example where you effectively communicated with your manager/supervisor:

I once suggested to my managers to change the workflow structure and adopt scrum approach and also change the way developers control versioning system