General Instructions

## Dear HR Team,

1. This document outlines three structured prompts to assist in evaluating candidates for the Customer Success Manager position at Peoplebox.ai effectively using ChatGPT.

2. Please ensure you are using the highest version of ChatGPT available for the best results

3. Make sure to complete each step in order to ensure thorough evaluations

4. Keep track of your evaluations and feedback for future reference

# Step 1: Job Description and Key Responsibilities Prompt

### Prompt:

You are tasked with screening resumes for a Customer Success Manager position at Peoplebox.ai. Use the following job description and key responsibilities to guide your evaluation process.

\*\*Job Description:\*\*

As a Customer Success Manager at Peoplebox.ai, you will ensure our clients achieve maximum value from our software. You will lead onboarding, provide training, build relationships, and drive customer retention.

\*\*Key Responsibilities:\*\*

- Lead the onboarding process for new customers, ensuring successful implementation of the Peoplebox.ai platform.

- Conduct training sessions and provide resources to educate customers on best practices.

- Build and maintain strong relationships with key stakeholders within customer organizations.

- Provide expert guidance and support to help customers fully leverage the platform’s capabilities.

- Monitor customer usage and engagement metrics, identifying areas for additional support.

- Drive customer retention and manage the renewal process.

\*\*Educational Qualifications:\*\*

- Bachelor’s degree in Business, Marketing, Communications, or a related field.

- 3+ years of experience in customer success, account management, or a related role, preferably in a SaaS or technology company.

When reviewing resumes, focus on relevant experience, educational background, and alignment with the key responsibilities listed above.

# Step 2: Resume Evaluation Prompt

### Prompt:

You will evaluate the resumes of candidates for the Customer Success Manager position at Peoplebox.ai. For each candidate, provide a score from 0 to 10 on the following criteria and offer detailed justification for each score:

- Relevant experience in Customer Success or Account Management.

- Familiarity with SaaS, OKRs, and performance management.

- Communication skills and ability to build strong customer relationships.

- Problem-solving skills and strategic thinking.

- Proficiency in CRM tools.

\*\*Please include the following details for each candidate:\*\*

- Name of Candidate

- Location

- Current Role and Company

- Overall Job Match Score (out of 10)

- Summary of Strengths

- Summary of Weaknesses

# Step 3: Final Prompt to List Candidates

### Prompt:

After evaluating the resumes of candidates for the Customer Success Manager position at Peoplebox.ai, provide a ranked list of candidates based on their overall scores. Include the following details for each candidate:

1. Name of the Candidate

2. Overall Score (from 0 to 10)

3. Summary of Strengths

4. Summary of Weaknesses

\*\*Format your output as a clear list, ranking candidates from high to low score:\*\*

# \*Note

1. Responses generated by ChatGPT may slightly vary based on the model’s interpretation. Expect score variations within a margin of ±0.5 to 1.

2. The format of the output may also differ slightly between iterations of ChatGPT, but the core evaluation criteria and results will remain consistent.

3. The prompt uses a simplified version of the job description for clarity and focus, but you can input the exact job description if you prefer.

4. You can further customize the output format or content to better suit your specific needs and organizational preferences.