1. What do you believe are your top 3 skills from your previous work experience that will help you the most in this new position?
   1. Hi, I’m Ravi and my top 3 skills would be the ones that I learned as a part of my previous work experience which are
      1. smart way of solving issues
      2. dividing work among the team members and making sure that the tickets/issues raised are closed on time that can be considered under time management.
      3. SOP’s are prepared with every detail whenever a new issue is found and shared with the respective teams for reference. I think these skills would help me in this new position.
2. What professional achievement are you most proud of?
   1. There was this issue that was delaying our project to move ahead for almost a couple of days and to resolve it, I had to do some in depth investigation, and I was able to find the root cause. The issue was resolved with just by doing some reverse networking while troubleshooting it and I can say that this was the biggest professional achievement I’m most proud of, as I was awarded smart employee of the third quarter in 2018.
3. What mistake have you made recently and what have you learned from it?
   1. And moving ahead to talk about the mistake I had done recently I can say that as part of preparing an SOP, I made some incorrect document and shared to my team without having a second look at it. Though the situation was under control, there was a ticket escalation for a minor issue which could have been avoided. I realized my mistake and corrected the document and from then on, I always ensure to double check all the documents I prepare.
4. What assumptions do you no longer make?
   1. As said earlier, without any proper knowledge of the issue, assuming things would trigger escalations which I already encountered, however, I’m no longer making such assumptions and working with due diligence.
5. What is the biggest risk you have ever taken?
   1. Lastly to talk about the biggest risk that I have ever taken was the issue that I solved which was delaying our project because what I have done was out of our regular SOPs which need to be followed and if in case it had gone wrong I would have lost my job. Hopefully, everything went in the right way and all was good.

Thank you for giving this opportunity to let you know about me.

Hi There,

As per your ticket i understand that you are facing issue with the chute plugin.

Based on my analysis the root cause of the issue is clearing browser and Instagram cache/cookies.

For trouble shooting the issue please follow the below steps which is provided in link.

<https://support.ignitetech.com/hc/en-us/articles/360009252074-Processing-Rights-Requests-in-Chute-Using-the-Plugin>

I understand that you are facing issue with the spam mails

Root cause of the issue is changing the mail settings and Blacklisting the Domain of the Sender.

To overcome the issue please follow the below steps in the link

<https://help.kayako.com/hc/en-us/articles/360007652999-Preventing-Spam-Emails-From-Getting-Created-as-Tickets-in-Kayako>

Hi there

As per your mail i understand that you are looking to create another school website and add to existing one.

Here am sending instructions link where you need to follow for creating website or for adding page.

<https://helpcenter.schoolloop.com/hc/en-us/articles/360016039994-Teacher-Website-Build-Pages>

I understand that you are facing problem with sending push notification

Here am sending reference video link please follow the video instructions and kindly revert back if still you are facing any issues

<https://youtu.be/_a7G3Fkm8q8>