

🌈 Hello, I'm here for a walk-in interview for the call center position. Could you please guide me to the HR office or the person handling the interviews? Thank you!

1. Tell me about yourself?

My name is Ali Hasan, and I'm from Phool Nagar. Currently, I'm residing in a hostel on UMT Road. I completed my matriculation from Phool Nagar and pursued my intermediate studies at the Govt. Graduate College of Science in Lahore. I continued my education with an ADP in Computer Science from Punjab College, Pattoki Campus. Recently, I took admission in the 5th semester of BSIT at the University of Education, Township Campus.

I'm particularly interested in web development, and I've worked on several projects in this field. My passion for technology and continuous learning to enhance my skills in web development.

1. Why did you leave your last job?

This is actually my first job attempt, so I don't have any previous job experience to leave.

2. Why you didn't work during your ADP education at Pattoki?

During my ADP education at Punjab College, Pattoki Campus, my elder brother advised me to just focus on my studies, and he took care of my study expenses.

Now, I'm pursuing my BSIT at the University of Education, I've decided to start working to support my hostel, meals, and university fees. I want to gain practical experience while managing my expenses.

3. What questions do you have for us?

"Thank you for the opportunity. I do have a few questions:

1. Could you please share more details about the salary package for this position?
2. What would be the working hours and shift timings?
3. Is there any training provided for new hires, especially for someone like me who is just starting out?

4. What idea about call center?

A call center is indeed the frontline of customer interactions, where agents play a crucial role in representing the company. They need to actively listen, understand customer concerns, and provide clear, helpful information to resolve issues.

5. Why do you want work in call center?

I want to work in a call center because it offers opportunities to learn, grow, and develop professionally. I'm eager to gain experience, enhance my skills, and earn to support my expenses.

6. How would you handle a call from an angry customer?

I think the first step is to stay calm and assure the customer that I understand their concerns. It's important to remember that their frustration isn't personal. Next, I'd address their issue by providing a clear solution. My goal would be to resolve the issue to their satisfaction.

7. Why we hire you?

You should hire me because, as an undergraduate student pursuing a BSIT degree, I have a strong grasp of technology and computer systems. My technical knowledge and eagerness to apply what I've learned make me well-suited for this role. I'm confident that my background and dedication will positively contribute to your team.

8. What would your salary requirements be?

Considering my need to cover expenses, I would expect around 40,000.

10. If you disagree with someone's decision?

I would first seek to understand their reasoning by asking questions. If I still have concerns, I would respectfully present my perspective and suggest alternatives. The goal is to collaborate and find a solution that benefits the team and the project.






11. What is your weakness?






My weakness is that I have difficulty saying no to friends who ask for help, even when I'm busy. I tend to take on additional tasks to support others, which can sometimes impact my own schedule. I'm working on setting clearer boundaries and managing my time better to ensure I can balance helping others with my own responsibilities.

12. Are you flexible with shift?

Yes, I am flexible with shift timings. However, I have university classes from 8 AM to 2 PM, so I would prefer to work an evening shift, starting from around 3 PM or later.

- **Alt + Esc** - Cycle through open windows.
- **Alt + F4** - Close active window. (If no active window is present, a shutdown box appears.)
- **Alt + F8** - Reveals typed password in Sign-in screen.
- **Alt + Left arrow key** - Go back.
- **Alt + Page Down** - Move down one screen.
- **Alt + Page Up** - Move up one screen.
- **Alt + Right arrow key** - Go forward.
- **Alt + Spacebar** - Open context menu for the active window.
- **Alt + Tab** - Switch between open apps while pressing Tab multiple times.
- **Alt + Underlined letter** - Runs command for the underlined letter in apps.
- **Ctrl + Alt + Tab** - View open apps.
- **Ctrl + Arrow keys** - Change Start menu size.
- **Ctrl + Arrow keys (to select) + Spacebar** - Select multiple items on desktop or File Explorer.
- **Ctrl + Click a grouped app button** - Cycle through windows in the group from the Taskbar.
- **Ctrl + Down arrow key** - Move the cursor to the beginning of the next paragraph.
- **Ctrl + F5 (or) Ctrl + R** - Refresh current window.
- **Ctrl + Left arrow key** - Move the cursor to the beginning of the previous word.
- **Ctrl + Right arrow key** - Move the cursor to the beginning of the next word.
- **Ctrl + Shift** - Switch keyboard layout.
- **Ctrl + Shift + Arrow key** - Select block of text.
- **Ctrl + Shift + Click app button** - Run app as administrator from the Taskbar.
- **Ctrl + Shift + Esc** - Open Task Manager.
- **Ctrl + Spacebar** - Enable or disable Chinese IME.
- **Ctrl + Up arrow key** - Move the cursor to the beginning of the previous paragraph.
- **Shift + Arrow keys** - Select multiple items.
- **Shift + Click app button** - Open another instance of an app from the Taskbar.
- **Shift + F10** - Open context menu for selected item.
- **Shift + Right-click app button** - Show window menu for the app from the Taskbar.
- **Shift + Right-click grouped app button** - Show window menu for the group from the Taskbar.

- Windows Key  + Tab - Open Task view.
- Windows Key  + Ctrl + D - Add a virtual desktop.
- Windows Key  + Ctrl + Right arrow - Switch between virtual desktops you've created on the right.
- Windows Key  + Ctrl + Left arrow - Switch between virtual desktops you've created on the left.
- Windows Key  + Ctrl + F4 - Close the virtual desktop you're using.

- Copy: Ctrl + C
- Cut: Ctrl + X
- Paste: Ctrl + V
- Maximize Window: F11 or Windows logo key  + Up arrow
- Open Task View: Windows logo key  + Tab
- Display and hide the desktop: Windows logo key  + D
- Switch between open apps: Alt + Tab
- Open the Quick Link menu: Windows logo key  + X
- Lock your PC: Windows logo key  + L