



Pre-Interview Form

Remote Customer Service (Experienced)

What is this Pre-Interview Form? Deliverree is a high performance, fast moving, hard working, competitive, and progressive technology company with a culture similar to what you would find in Silicon Valley. This important Pre-Form takes us beyond your resume and grades to understand more about you. Our recruiting team only processes applications with a completed and comprehensively answered Pre-Form.

ABOUT YOU

- o What was your undergraduate GPA at university? Undergraduate only.
- o This position will require you to work shifts. Each shift is 9 hours including 1 hour break and there will be 5 shifts per week. It's possible for you to be shifted on weekends and public holidays. The shifts will also include late-night shifts. This will require you to work from home and provide your own work devices such as a proper laptop and a headset. Are you able to agree to this?
- o We need you to take a speed test using this [link](#) and follow the required instructions below:

First speed test:

- Open the link and scroll down a bit.
- Click "Server Selection".
- Find "Singapore" in the search bar and choose "Singapore - CBN".
- Use the Mb/s bitrate unit and click "Start Test".
- Screenshot your overall score for Upload, Download, and Latency.

Second speed test:

- Open the link and scroll down a bit.
 - Now, you don't have to select any server (let it be as Automatic Server Selection).
 - Use the Mb/s bitrate unit and click "Start Test".
 - Screenshot your overall score for Upload, Download, and Latency.
- o During busy seasons (Ramadan and year-end), BOC agents will be asked to work overtime to help handle queries or issues from customers. All overtime is paid according to the government regulations. Are you able to agree to this?
 - o Do you smoke cigarettes or vape?
 - o Where are you currently living? Include below a Google map link to your city or area.

- o Please make a chronological list of the age/gender of all your siblings (including yourself). Only mention your name, do not write the names of your siblings.
- o Do you have any medical conditions that may interfere with your ability to attend work consistently/reliably and to perform standard work duties as a healthy adult?
- o If you have any medical conditions as described in your answer above, please confirm in very clear words if this condition will impact your ability to work long hours, carry a heavy workload, operate under stress, and to be effective in a competitive work environment?

YOUR SKILL SETS

- o What is your TOEFL score (or equivalent) and when did you last take your test? Answer the question by typing below and support your answer by attaching your score to the email. If you do not have a test score from the past 18 months, take the below 50 minute test (we don't accept the 15 minute quick check) and attach a screenshot of your final score to the email.

<https://www.efset.org/>

- o Rank your skills for each of the below items (1 is beginner and 10 is excellent):

Google Drive:

Google Docs:

Google Sheets:

Google Slides:

Microsoft Word:

Microsoft Excel:

Microsoft Powerpoint:

Database Software (include name):

Lead Management Software (include name):

- o Rank your skills for each of the below items (1 is beginner and 10 is excellent):

Presentation creation:

Public speaking and presenting:

Spreadsheet creation:

Data analysis:

Process analysis:

Operations analysis:

Project management:

Team coordination:

Team leadership:

Web research:

Field research:

Translation between Bahasa & English:

- o Were you ever the lead organizer or one of the main co-organizers of any student events while in high school or university? If so, please give us your event organization title, a summary of what you did, the names, dates, and locations of the events, the purpose of the events, approximately how many people attended the events.

YOUR MOST RECENT JOB

Please fill the details below with your most recent full-time work experience (contract or permanent) in this part. However, if you don't have any, you can fill the details with your most recent part-time, internship or freelance.

- o What was your start and end date?
- o What was your most recent title and name of the department / company?
- o What was the title of the person you reported to?
- o How would you describe your performance?
 - A. Lower than Targets
 - B. Met Targets
 - C. Exceeded Targets
 - D. Substantially Exceeded Targets
- o What is your net post-tax monthly salary? If you receive bonuses or incentives, please describe. Be prepared to support this with a pay slip or bank statement.
- o If you are currently unemployed, why did your last job come to an end? If you are currently employed, why do you wish to leave your job? Be detailed and honest in your answer, it will be kept confidential (as will your entire application). This answer is very important to us. Please avoid general platitudes like "looking for a challenge" and other overly general answers. Be detailed and specific to your situation.

YOUR FUTURE

- o Please list the 2 most important things when deciding what job you will accept. List them in order of importance and describe in detail.
- o If offered a position, will you be available to start full-time as soon as possible? If not, please explain when the soonest you can start full-time and why.
- o Do you have any agreements with your current or past employer that limits or prohibits your ability to work at Deliverree? For example, non-compete or non-solicit agreements.
- o What is your salary expectation? Be realistic.
- o On what site did you find our job posting?

YOUR COVID-19 VACCINATION STATUS

- o How many shots have you completed?
- o Date of last shot?
- o If not already fully vaccinated, what date do you expect to be?

- o What brand vaccine have you received?

Good job finishing our Pre-Form! Now send this completed Pre-Form to the original requestor and don't forget to also include your cover email, resume, and other documents that have been requested in this form. Due to security, we are unable to open links or download files so always send files as standard attachments to the email.