

Title: English Composition Test

Name: Lea A. Antenor Cruz

Date Taken: 03/12/2021 08:24:52

If you had to choose one, would you consider yourself a big-picture person or a detail-oriented person?

I am more of a big-picture person. I like to do things in a fast phase because I used to work as a Front-desk Associated and we are trained to multi-task like greeting a guest will answer the call or doing some paperwork will entertain a guest. It's a big no-no for us to keep the phone ringing so we have to answer it even when we are doing something else. Downside of this ability is that in times I might miss out on minor things like the spelling of some words while typing but a spell check is always to the rescue. On the other hand, being a big-picture person I can finish a lot of tasks in a small amount of time effectively.

If you were an animal, what would you be and why?

If I were an animal I would be a dog. A dog is loyal just like me. I like to keep a few real friends and be loyal to them. I can keep secrets for them and I know my friends can do the same. One trait of a dog is they live for the day, they enjoy things that are present without thinking about tomorrow especially when they see something new they would be curious to check it out and have fun with it. More like me, I enjoy new things and I focus more on the present of what I have now because I know I cannot live the past nor the future, what I have is now so I give my very best in every situation like it will be my last. Lastly, dogs are caring they show more affection compared to other animals, they like to cuddle and to lick to show their love. I am a loving person, I let people around me feel loved and appreciated. Those are the reasons why I can relate myself to a dog.

Title: Answering Support Tickets Test

Name: Lea A. Antenor Cruz

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I am unable to open the Excel spreadsheet that you sent me yesterday (designed in Office 2007). I am currently using Office 2003. Can you please let me know how I can open the spreadsheet? - Jane

Hi Jane, I believe the file cannot be open due to the excel spreadsheet you are using is Office 2003. What we can do is you can update or install the Office 2007. Or maybe I can move all of the file in Office 2003 so that you can be able to open it. But would it be easier if we can use new and updated version of the Office? whatever is convenient for you, I can adjust to it.

I've been trying to log in to my account for hours now. It says "Username or Password incorrect." I am 100% certain that I am entering the correct info. Do you know why this is happening? - Jenny

Hi Jenny, have you tried clicking unhide settings to the letter while typing your Username or Password? to see if you are typing the correct form. Try also checking if the Caps Lock setting is on in your keyboard most of the time Username or Password need the correct capital or small letters. Lastly, if nothing works and you are 100% sure that you are entering the right letters we can reset your account by clicking "forget password" usually it can be found in the lower portion. It will ask for your email address, they will send a reset password email to you email address where you can re-enter a new password.