

**Title: English Composition Test**

**Name: Joshua T. Sumogat**

**Date Taken: 16/02/2022 12:44:33**

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**What were you like in high school?**

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Back then I was just an average student with a simple goal in my life, that was to finish studying while having fun. Surprisingly that went well. Although I have some regrets about a few things like being in relationship and didn't really thought about what I should do in the future. My grades average. My social skills were also average despite being an introvert. I was able to create a very good circle of friends. The activities that I had done were memorable. My high school life might not be the best, but it was the one that molded me into who I am today. The people that I had met were one of the best persons whom I wish to last with. If I were turn back time, I would definitely aim to have a better experience than what I had.

**Tell us about your greatest fear.**

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Fear is what holding us back from progressing in life. There are a lot of things that I fear in life but these are the worst ones that I have. One, is the fear of heights. I don't like tall places because it screams death. Second, are big spiders, I don't really hate small spiders, in fact I find them cute. Big spiders are kinda scary though because they have that intimidating presence in them, plus they cause me trauma back in my childhood when that one big spider chase after me. Lastly, the fear of the depth sea. Don't you find it scary when look at the sea and its dark and lifeless? That's what I felt everytime I look at the sea. It is as if there might be something in there that might pop up and devour the ship that I am riding. Also I don't know how to swim so probably that is also one of the reasons why I fear the depths. These fears might be holding me back from enjoying my life now, but I swear that one day I will conquer them.

**Title: Answering Support Tickets Test**

**Name: Joshua T. Sumogat**

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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**

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Hello Jane and thank you for calling. It seems that the spreadsheet that I sent you is incompatible with your current excel version. May I suggest that you update your current version of "Microsoft Office" to 2007 so that you could open the file I sent you. Let me know what you think. Cheers!

**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**

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Hello Jenny and thank you for calling. First of, did you check if the capslock is on? if it is on turn it off, it is located on top of shift button. Also you might want to check if the numlock is on. If it is off, just turn it on it is located on the right side of the keyboard along with the numbers.

Let me know if it worked or not. Cheers!