

Title: Answering Support Tickets Test

Name: Lance Justin B. Villaram

Date taken: 2025-01-07 09:47:05 AM

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[#1] 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,*

*I appreciate you for raising this concern. Since you are certain that you entered the correct log-in credentials, I believe the reason might be the characters are not entered its proper case. Emails and passwords that we enter are case-sensitive. Please double check if all of the characters are entered in its correct case whether it is uppercase or lower case.*

*If you still encounter the same issue, please email me back so we can try a different method to log-in.*

*Best regards,*

*Lance Justin Villaram*

*Email Support Representative*

[#2] 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,*

*Thank you for raising this concern with us. The reason why you are unable to open the excel spreadsheet file I sent you yesterday is because your Microsoft Office application is outdated. The only thing you need to do is to please update your Office app by downloading the updated installer online and once downloaded and installed, you should be able to open the Excel spreadsheet file I sent you.*

*If you still encounter the same problem after installing the updated version, please let me know.*

*Best regards,*

*Lance Justin Villaram*

*Email Support Representative*

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# English Composition Test S2-D2-B

## General English Composition

Name

Lance Justin Villaram

Date

01/07/2025

Give us three items you cannot live without and tell us why.

The three items I cannot live without are my phone, my laptop and my motorcycle. My phone has always been a great source of entertainment for me because I am the type of person who loves watching movies and listening to good music. Additionally, my phone is also my way of communication with my loved ones. My laptop is one of the way I could earn money and provide for my family's needs, I have been an online worker for quite a while now and I love editing videos, creating graphics and managing social media accounts or pages. Apart from being my primary way of transportation, riding my motorcycle has been also my coping mechanism because I am a type of guy who loves travelling or going to adventure trips. In fact in summer last year I drove my motorcycle from Bacolod City going to Boracay Island. These three things have been a significant part of my life already and I would love to have them for the rest of my life.

What advice would you give your 15-year old self?

The advice I would give my 15-year old self is to prioritize the things that matters most and most especially preparing for the future. Looking back to who I am now, things could have been different if I made the choices that most likely would have better outcome. When I was 18-years old, I chose to work abroad for our church instead of staying in the Philippines to study. My experience there was fantastic but only for a short period of time because when I got back here, I have encountered a lot of challenges and one of those is finding the best job for me. I did not know what my interests were so I ventured on applying for multiple jobs hoping that I would find the job that would make me interested and call a career which took me several years until I found Digital Marketing. I would say if I just prioritized things the right way when I was a teenager, things would have been easier for me and perhaps I achieved the success I was looking for way earlier.