



# ACCENTURE - DAY IN THE LIFE CONTACT CENTRE – LEO

## VIDEO TRANSCRIPT

Outside work, I love outdoors. My family goes on road trips most of the time to explore new places, discover new things and definitely create new memories. I am a drummer by heart. Whenever there's a chance, I connect with local artists, maybe my friends who love music jams to rekindle my passion.

At work, mostly I take phone calls helping customers with their queries, do some basic troubleshooting if there is some technical issues and assist with online processes as well.

Caring for people, assisting them to the best that I can and acknowledging and resolving their concerns. And it's really fun because one of my passions is definitely helping people.

So there was one time that I have this customer that's so frustrated with resetting their password. So what I did definitely, I empathize to him and help to the best that I can. And that is where he felt cared and satisfied after within those processes.

At work, there are some targets that we need to meet. There's some bonus points, perks, rewards that you will be able to receive. I, myself, have received some bonus points where I can convert it to a voucher where I can purchase at some of the participating retail stores.

One of the reasons that I thrive in Accenture is it's strong and positive leadership. The company is flexible and very adaptive to changes. And Accenture culture is very well promoted at all levels. And even the core values, as well, where employees are seen, safe and connected.

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