

## ATS-Friendly Resume Keywords

1. **Customer Service**
2. **International Voice Process**
3. **Excellent Communication Skills**
4. **Verbal Communication**
5. **Written Communication**
6. **Customer Support**
7. **Technical Knowledge**
8. **Rotational Shifts**
9. **Team Player**
10. **Problem-Solving**
11. **Multitasking**
12. **Active Listening**
13. **Response Rate**
14. **Customer Satisfaction**
15. **Performance Bonuses**
16. **Shift Flexibility**
17. **Customer Engagement**
18. **Interpersonal Skills**
19. **Time Management**
20. **Adaptability**

## Tips for an ATS-Friendly Resume

- **Tailor Your Resume:** Customize your resume by including the job title and relevant keywords from the job description.
- **Use a Standard Format:** Choose a simple layout with a professional font (such as Arial or Times New Roman) and avoid tables or graphics.
- **Highlight Relevant Experience:** Emphasize any customer service roles, even if they were in different industries.
- **Use Bullet Points:** Organize responsibilities and achievements in bullet points to improve readability.
- **Write a Professional Summary:** Include a concise summary at the top of your resume that highlights key skills and your interest in a customer service role.

## Interview Tips for the Position

1. **Research the Company:** Learn about Foundever, its values, and the specifics of the International Voice Process role.
2. **Prepare for Common Questions:** Expect to discuss your previous customer service experiences, handling difficult customers, and demonstrating strong communication skills.
3. **Practice Effective Communication:** Since communication is crucial, practice articulating your thoughts clearly and confidently in mock interviews.
4. **Emphasize Flexibility:** Showcase your willingness and experience in working flexible hours or rotational shifts.
5. **Demonstrate Technical Knowledge:** If applicable, highlight your technical skills and explain how they can support your role.
6. **Dress Professionally:** Make a positive first impression by dressing appropriately for the interview.
7. **Ask Insightful Questions:** Prepare thoughtful questions about the role, company culture, and career growth opportunities to show engagement and initiative.
8. **Follow Interview Instructions:** If instructed to reference the job posting, ensure you mention it during the interview.

By focusing on these key aspects, you'll increase your chances of securing a position in Foundever's International Voice Process.