



ACCENTURE - DAY IN THE LIFE CONTACT CENTRE – SAQLAIN

VIDEO TRANSCRIPT

Outside of work I love to play cricket. That's one of my passions. As I grew and I moved over to Canada, I learned about basketball and that's kind of my new passion, and spend as much time as I can with the family and with my kid.

I start off the day from our support channel of chat. As long as it's busy in chat, I will stay there. And once it starts to slow down, I'm going to look into our email channel and make sure that all the emails are caught up with. So you have to make sure that you're on top of your chat channel, as well as your email channel because everybody that's coming through chat wants quick answers. So 100%, I would say that this is a fast-paced environment, and if that's something that you thrive on, then this is 100% the role for you.

I love when they tell me that because of me, they were able to grow their businesses. It's a back and forth and they let you know that, "Hey, you've made a positive impact on my business. I went from, let's say it was 30K to 60K in three months." When you see that happen and they're giving you that credit for it, it just makes everything, it's like the icing on the cake.

I've learned a lot about character building. I've learned how to be patient. You interact with a lot of people, so you learn how to respond to a certain person in a certain way. Everybody that's around you wants you to get better. If they can see that you're hesitant, they will still reach out to you and say, "Hey, you've got this. You can get this sorted out. Let's go over it. Let's get this sorted out for you. We'll work together," and they will make you feel so comfortable that you feel

like, "Okay, there's nothing to be worried about. I can get this sorted out with them." And that's not just one single example, that's just the culture that we have here. And that's one of the reasons why I love being where I am. Family, respectful environment, and equality.

The best personality for this role would be someone that is willing to help anybody because when you see those people come in and they're not happy and they're frustrated because their issue is unresolved, you speak to them, you get their issue resolved, you see the change in their demeanor, you see how happy they are, and it's very fulfilling for you. This is exactly the role made for you.

I researched Accenture and I found out that it's a Fortune 500 company. I was like, "That's a company that I want to be in," and that's how I apply it. If I know anybody and they asked me, "Where do you work?" What I tell them it's not like, "Oh, I work here." It's like, "Oh, I work at Accenture." It's something that I'm really proud of.

Copyright © 2021 Accenture
All rights reserved.

Accenture and its logo
are registered trademarks
of Accenture.