

YOUR VOICE SPELLS SUCCESS

Three Customer Service Representatives (CSRs) share valuable insights to a fulfilling career

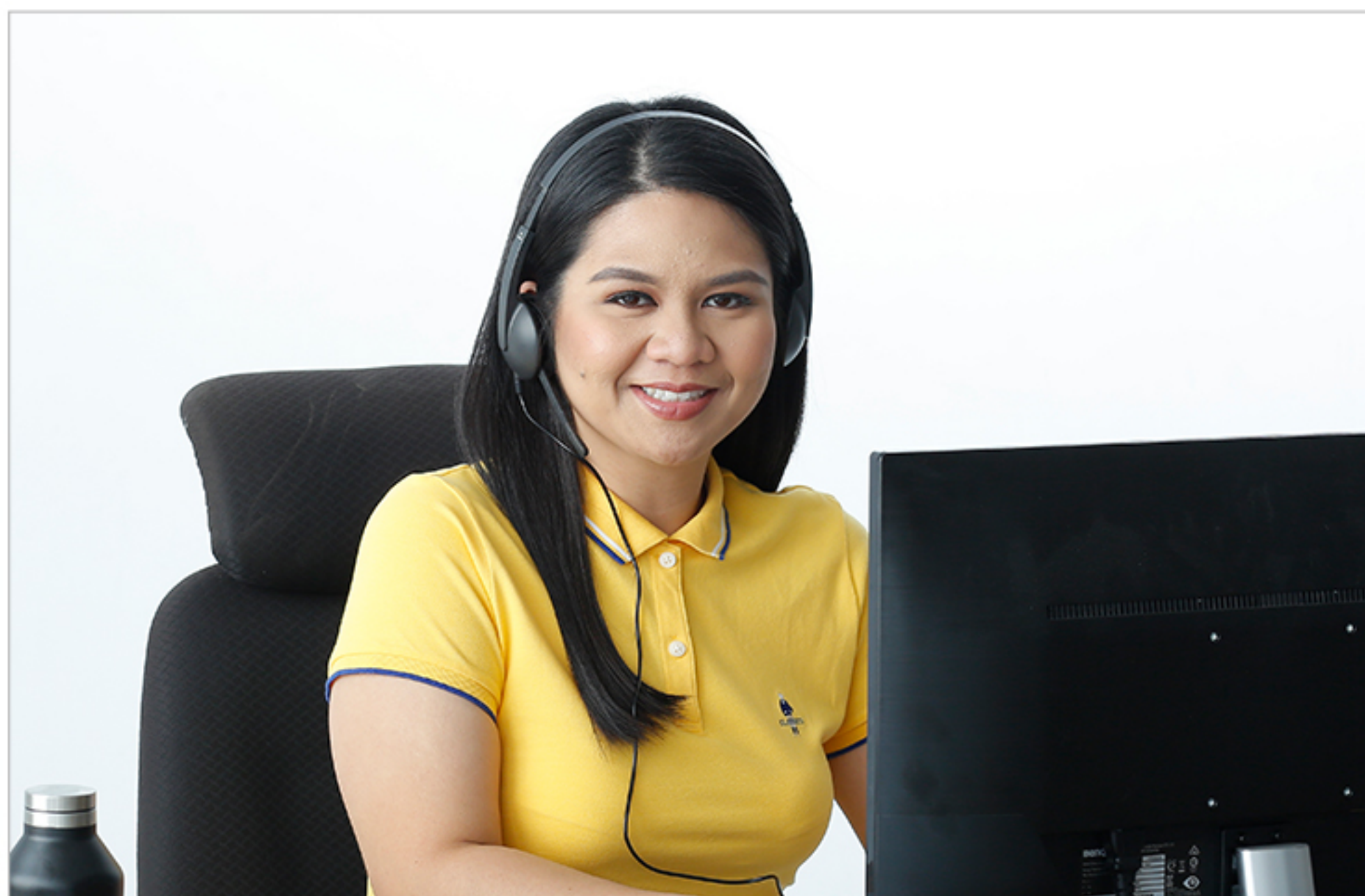
Financial independence, job security, health plans, signing bonuses -- the list goes on. Whether entry level or experienced hires, people have more or less the same reasons for choosing which Business Process Outsourcing (BPO) companies to work for.

But for Accenture CSRs Rubi, Shaira, and Krista, having a meaningful BPO career goes beyond a job that pays the bills. They value a workplace that also indulges their interests and passions, hones and expands their skillsets, and amply recognizes and rewards good performance. In other words, a work environment that makes them shine the brightest, both professionally and personally.



Rubi, who loves discovering new places, says,

“I’m still exploring where my true passion lies, but for sure, learning new things gives me that ‘ooh!’ factor. I’m always excited to share the new things I learn with other people.”



Self-confessed diarist Shaira, who works out of Accenture Cebu, reveals,

“At my age, what interests me the most is planning for the future by building up my skills.”



Krista, who graduated from the Pamantasan ng Lungsod ng Maynila (PLM) and enjoys Zumba and other outdoor activities, confesses,

“It may sound weird, but I love conversing with strangers online since their opinions about me aren’t clouded or biased. Honestly, I learn more from them in many respects – life, love, culture or even career.”



Despite having different life goals, backgrounds, and interests, they all enjoy working in a company that constantly inspires and engages them to innovate and solve challenges.

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Innovation is important to us in Accenture because it brings new ideas and methods, offering a never-ending platform of value

- Shaira

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With Accenture everyone is an innovator and, as a result, there are always new offerings in the market.

- Krista

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As CSR agents, Rubi, Krista and Shaira aren't just voices on the phone. They're real, authentic women working in an empowering culture that allows them to own and manage their careers.

Rubi, for instance, dreams of being a Team Lead or a Process Trainer someday. “I believe being a Subject Matter Expert (SME) or Quality Assurance (QA) practitioner is a key stepping stone towards achieving that goal, which is why I think continuously learning new skills is important.” Shaira concurs: “From the start, Accenture has always stressed that for our careers to flourish, we should never stop learning.”

They all agree that prospects for excellent career growth abound in a progressive organization. “I'm proud to work here because Accenture isn't just about profit. It has an inclusive, diverse, people-oriented culture where employees' well-being is among their top priorities,” Krista says.

Accenture invests in talent like Rubi, Shaira and Krista by providing them with tremendous opportunities to upskill, explore new technologies and get ready for the future. Talents like them empowered with skills, an innovation mindset and the right attitude to solve clients' biggest challenges are the real secret to Accenture's continued success. They bring their best selves to work every day creating real outcomes for organizations across the globe and to the communities where they work.

These 3 CSRs prove beyond doubt that CSR work is rewarding if you make the right company choice—one that offers wide and diverse work opportunities, chances for skills development, career growth and avenues to also enrich your personal life.