



# ACCENTURE - DAY IN THE LIFE CONTACT CENTRE – FERNANDA

## VIDEO TRANSCRIPT

I definitely love going for hikes. I have a small dog and we like to go out. In the summer days, we like to go camping and get a little bit of the sun.

Logging in in the morning, sending out a couple of emails for those small to medium businesses that I will be working with, that I have a call scheduled with. From there, take some time to prepare, go over some of their different social media strategies, make sure that I have a good fundamental understanding of how I'm going to be able to help them.

Part of my role entails getting the opportunity to do proactive outreach calls, where we reach out to small businesses and get to introduce the program and how we can help them. It is definitely very fast paced. There's a lot of different things that you have to be able to keep up with. Our businesses are changing every quarter, if not every month. We have to keep up with emails and be able to still maintain full calls while supporting those small businesses that we're working with.

The platform is changing every single day. There's new products and features that are rolling out very frequently. It is important that you're able to understand how they work and be able to relay that knowledge to the small businesses that you're working with. Although there is a lot of change, typically there's a lot of guidance from our support teams to be able to help us understand and be able to relay that information back.

Since I started working here, I've been able to develop my communication skills greatly. Obviously, day in, day out I am on the phone talking to the clients and I feel like my communication skills have improved greatly.

I get the opportunity to help small businesses thrive every day, growing their knowledge and being able to help them scale their business, whether they're a small family or a small group of people. Being able to log out at the end of the day, knowing that you're going to be making a difference for them is definitely something that I value at this position.

So I would say partnership, fun and definitely challenging. Someone that can communicate effectively. Also, someone that can multitask as well as being able to just be able to learn new things every single day. As things change, you have to be able to adapt to those changes and be able to continue to provide some great service to those small businesses.

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