

Non-Voice BPO Interview Questions & Answers (STAR Method)

Prepared for: Eugene Asuncion

Q: Tell me about yourself.

I'm Eugene Asuncion, a BS Information Technology graduate with experience in non-voice BPO roles including chat support, process analysis, healthcare data entry, and information security. I've handled technical support via chat, email processing, document auditing, and claims data entry while following strict SOPs and data privacy standards. I'm detail-oriented, reliable, and perform best in structured, non-voice environments.

Q: Why are you applying for a non-voice position?

I work best in non-voice roles where I can focus on accuracy, organization, and written communication. My experience in chat support, healthcare data entry, and back-office processing allowed me to consistently meet accuracy and productivity targets without voice calls.

Q: How do you protect sensitive or confidential data?

I strictly follow company policies, SOPs, and data privacy guidelines. I only access information required for my task, secure my workstation, never share credentials, and immediately report any security concerns.

Q: Tell me about a time you handled sensitive data carefully. (STAR)

I handled patient claims data in a healthcare account. I ensure accuracy and HIPAA compliance. I always followed SOPs, validated entries, and secured access. With this, I maintained high accuracy with no compliance issues.

Q: Describe a time you found an error in your work. (STAR)

I noticed an incorrect equipment code in the system. I correct it without delaying processing. I verified the source document and corrected the entry. This will prevent claim rejection.

Q: Tell me about a time you worked under pressure. (STAR)

High-volume workload with strict SLAs. I always meet deadlines while maintaining quality. I prioritized tasks and followed checklists. I met SLAs consistently with good quality scores.

Q: Tell me about a disagreement with a colleague and how you handled it. (STAR)

A colleague and I had different approaches to a task. Ensure correct and timely completion. Listened respectfully, reviewed SOPs together, and aligned on the correct process. Issue resolved professionally and teamwork remained positive.

Q: How do you handle repetitive tasks?

I stay focused by following a routine, double-checking critical fields, and pacing myself. This helps me maintain accuracy and productivity over time.

Q: Why should we hire you?

I have proven experience in non-voice BPO roles, strong attention to detail, and experience in compliance-driven accounts like healthcare and banking. I'm reliable, adaptable, and committed to long-term employment.