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CALL CENTER REPRESENTATIVE
your.name@gmail.com | (000) XXX-XXXX
142 Your Address Blvd, City Name, CA XXXXX

Oct 30, 2018

Hiring Manager's Name
341 Company Address
Palo Alto, California 94301
(xxx) xxx-xxxx
hiring.manager@gmail.com

Dear [Hiring Manager's Name],

Please accept my enclosed application for the position of call center representative at your company. Having read through your job posting, I was excited to discover that my skillset and experience match your desired qualifications.

As a call center representative at Verizon, I spent two years honing my upselling techniques, conflict resolution skills, and phone etiquette. In just six months on the job, my managers already had me onboarding and training new employees. By the end of my tenure at Verizon, I had achieved the following results:

- Customer Service Rating> 98% over two years
- Resolved 94% of customer issues, thereby reducing the caseload of the call center manager
- Lowest customer turnover ratio in 2015

It would be a great honor to be a member of the [Company Name] team since your company is one of the best in the industry at employee development. I believe that my customer service skills and prior call center experience would help your company boost customer satisfaction.

I am looking forward to discussing the position with you in more detail. I'm available by phone or email at any time that's convenient for you. Thank you for your time and consideration.

Sincerely,
Your Name

INSTRUCTIONS FOR
PART-II (Chemistry)

In this part of the test you will have 25 questions like the one's given below. You will have 15 minutes to answer as many questions as you can.

1. If an element has an atomic number of 11, the element is
   A) an inert gas
   B) a metal with an oxidation number of +1
   C) a metal with an oxidation number of +2
   D) a nonmetal with an oxidation number of −1
   E) a nonmetal with an oxidation number of −2

2. An example of a chemical change is
   A) condensation of steam   B) rusting of iron   C) sawing a piece of wood
   D) shredding a piece of paper   E) dissolving of a lump of sugar in water

3. According to kinetic-molecular theory, molecules are in random motion. This motion is greater when a substance is
   A) being warmed as a solid
   B) being warmed as a liquid
   C) being warmed as a gas
   D) changing from a solid to a liquid at its melting point
   E) changing from a liquid to a gas at its boiling point

4. Which of the following is a nonelectrolyte?
   A) a water solution of acetic acid   B) a water solution of ammonia
   C) a water solution of ethyl alcohol   D) sodium chloride which is fused
   E) an alloy of copper and silver

5. Neutral atoms of neon have the same number of electrons as each of the following, except
   A) O^{2-} B) F^{1-} C) Na^{1+} D) Mg^{2+} E) Ca^{2+}

6. The oxidation number of an element indicates
   A) its atomic number   B) its ionization potential
   C) its electronegativity   D) its ability to form ions
   E) its ability to lend, borrow, or share its electrons

7. What is the formula weight of H_2SO_4? (H = 1, S = 32, O = 16)
   A) 40   B) 50   C) 76   D) 84   E) 93

8. What is the molarity of a solution that contains 20 grams of NaOH in 500 ml of solution? (Na = 23, O = 16, H = 1)
   A) 0.25   B) 0.5   C) 1   D) 20   E) 40

9. What is the approximate formula weight of $Ca(NO_3)_2$?
   A) 70   B) 82   C) 102   D) 150   E) 164

10. The normal electron configuration for ethyne (acetylene) is
   A) H : C :: C : H   B) H : ‚C : ‚C : H   C) H • C ::: C • H
   D) H : C ⋮ C : H   E) H : Ċ :: Ċ : H

11. How many atoms are represented in the formula $Ca_3(PO_4)_2$?
   A) 5   B) 8   C) 9   D) 12   E) 13

STA10003 FOUNDATIONS OF STATISTICS ASSIGNMENT - *PART 1*

SWIN BUR NE • SWINBURNE UNIVERSITY OF TECHNOLOGY

Semester / Study Period:	Study Period 3
Year:	2019
Unit code:	STA10003
Unit name:	Foundations of statistics
Assignment Number:	Part 1 worth **20%** of your final mark for STA10003
Your name:	Tarnya Kozlowski
Student number:	102939876
Date submitted:	
Please retain a hard copy of your assignment as you will be required to resubmit it if requested	

Instructions

Type your answers in the spaces provided in this document

Submission Instructions

1. Your submission must be a single Word file or PDF file.
2. An answer template is provided, and is recommended for use. You may need to resize your output to fit.
3. A cover page is not required, though you should include your name and student number within the document
4. You must submit your file via Canvas by the specified due date and time.
5. Once submitted, please review your submission to ensure the correct file has been submitted.
6. Only the last document you submit will be marked.
7. This is an individual assignment. Do not share your work with other students. They will have a different random sample of data, so any copying will be detected.

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