Candidate profiles across the FitQ match range

Ten fictional applicants for the same Northstar CX role: three high-alignment profiles, three generally aligned profiles, two profiles with specific tensions, and two profiles with material tensions to verify.

10 PROFILES

4 SIGNAL LEVELS

8 WORK PATTERNS

HUMAN DECISIONS

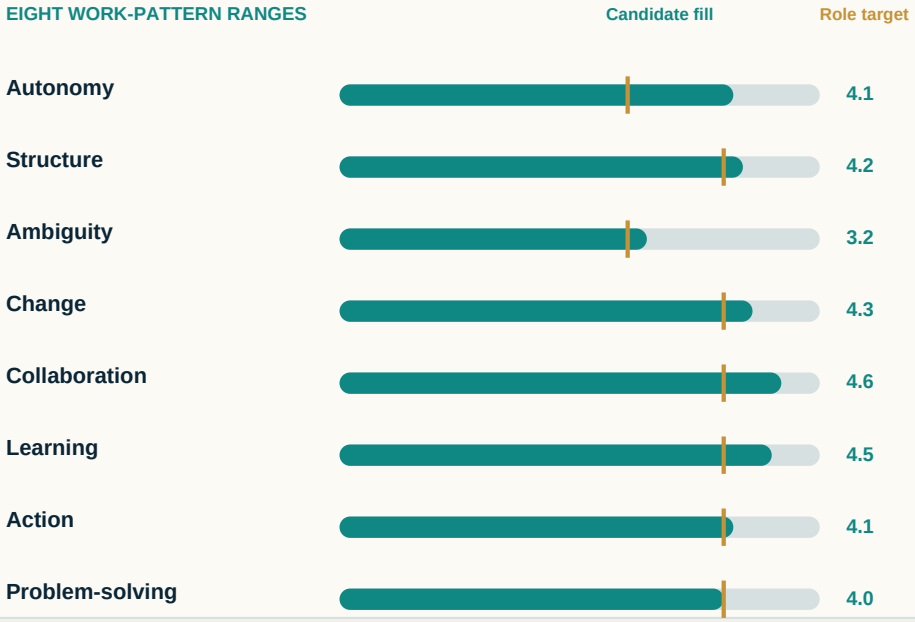
NCX-048

Customer Support Specialist I - Northstar CX Philippines, Inc.

HIGH ALIGNMENT EVIDENCE

90.8%	72%	Complete	Experienced CX
WEIGHTED ALIGNMENT	EVIDENCE CONFIDENCE	ASSESSMENT STATUS	CAREER CONTEXT

EIGHT WORK-PATTERN RANGES



EVIDENCE FOR THE INTERVIEW

PRIMARY EVIDENCE

Strong structure + learning evidence

TENSION TO VERIFY

Using structure without becoming rigid

INTERVIEW PROBE

Describe how you balance speed with accuracy when the queue is building.

ROLE CONDITIONS

Night shift - rotating rest days - on-site training

CHECKS

English: C1 evidence | Digital: Pass | Work sample: Needs verification.

The completed evidence currently supports close alignment across the weighted work patterns. Verify the named tension and any task evidence still marked for review.

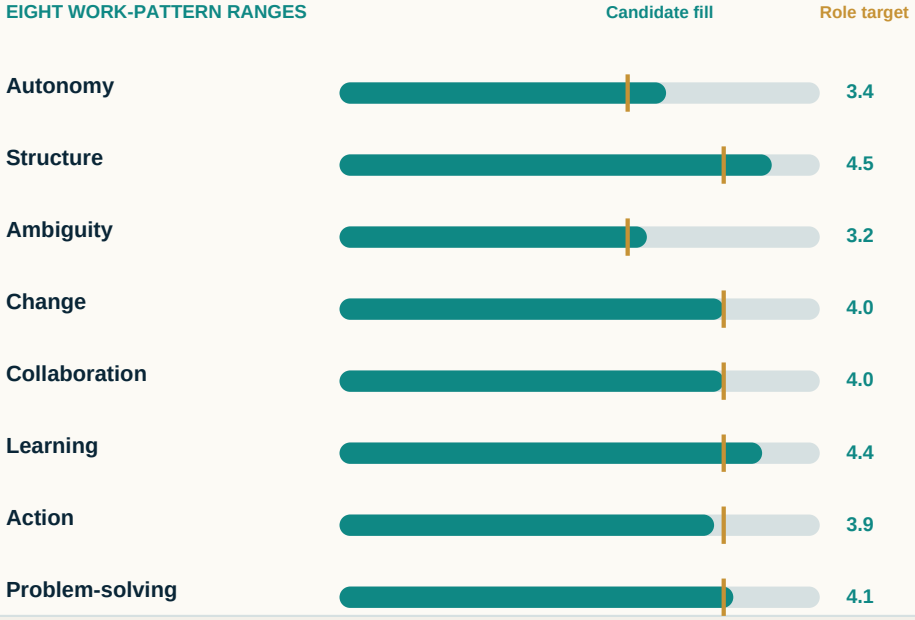
NCX-050

Customer Support Specialist I - Northstar CX Philippines, Inc.

HIGH ALIGNMENT EVIDENCE

94.6%	73%	Complete	Career shifter
WEIGHTED ALIGNMENT	EVIDENCE CONFIDENCE	ASSESSMENT STATUS	CAREER CONTEXT

EIGHT WORK-PATTERN RANGES



EVIDENCE FOR THE INTERVIEW

PRIMARY EVIDENCE

Strong structure + learning evidence

TENSION TO VERIFY

Using structure without becoming rigid

INTERVIEW PROBE

Give an example of feedback that changed how you handled the next case.

ROLE CONDITIONS

Night shift - rotating rest days - on-site training

CHECKS

English: B2+ evidence | Digital: Pass | Work sample: Complete.

The completed evidence currently supports close alignment across the weighted work patterns. Verify the named tension and any task evidence still marked for review.

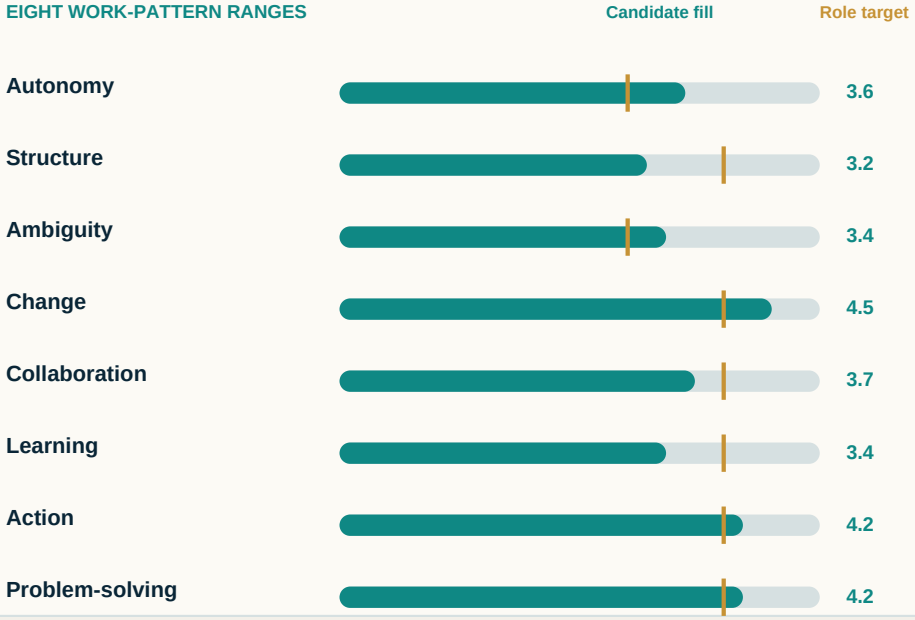
NCX-052

Customer Support Specialist I - Northstar CX Philippines, Inc.

HIGH ALIGNMENT EVIDENCE

88.6%	93%	Complete	Early career
WEIGHTED ALIGNMENT	EVIDENCE CONFIDENCE	ASSESSMENT STATUS	CAREER CONTEXT

EIGHT WORK-PATTERN RANGES



EVIDENCE FOR THE INTERVIEW

PRIMARY EVIDENCE

Strong problem-solving evidence

TENSION TO VERIFY

Seeking help early enough

INTERVIEW PROBE

Describe how you balance speed with accuracy when the queue is building.

ROLE CONDITIONS

Night shift - rotating rest days - on-site training

CHECKS

English: C1 evidence | Digital: Pass | Work sample: Complete.

The completed evidence currently supports close alignment across the weighted work patterns. Verify the named tension and any task evidence still marked for review.

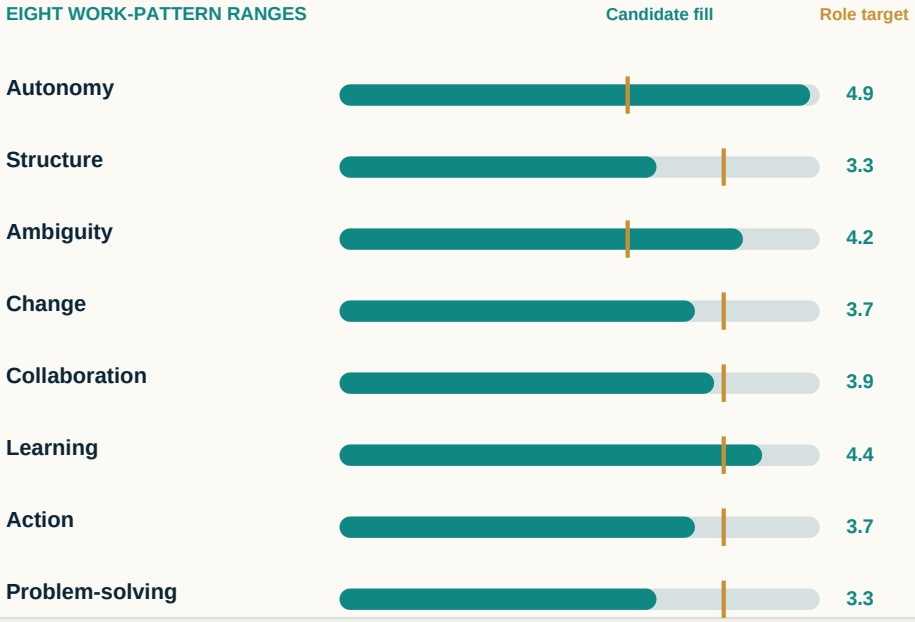
NCX-001

Customer Support Specialist I - Northstar CX Philippines, Inc.

GENERALLY ALIGNED

83.0%	79%	Complete	Experienced CX
WEIGHTED ALIGNMENT	EVIDENCE CONFIDENCE	ASSESSMENT STATUS	CAREER CONTEXT

EIGHT WORK-PATTERN RANGES



EVIDENCE FOR THE INTERVIEW

PRIMARY EVIDENCE

Balanced evidence; context matters

TENSION TO VERIFY

Using structure without becoming rigid

INTERVIEW PROBE

Walk me through a customer issue where the correct next step was unclear.

ROLE CONDITIONS

Night shift - rotating rest days - on-site training

CHECKS

English: C1 evidence | Digital: Needs verification | Work sample: Complete.

Most completed evidence is broadly compatible with the role. Use the focused interview probe to understand context, limits, and support conditions.

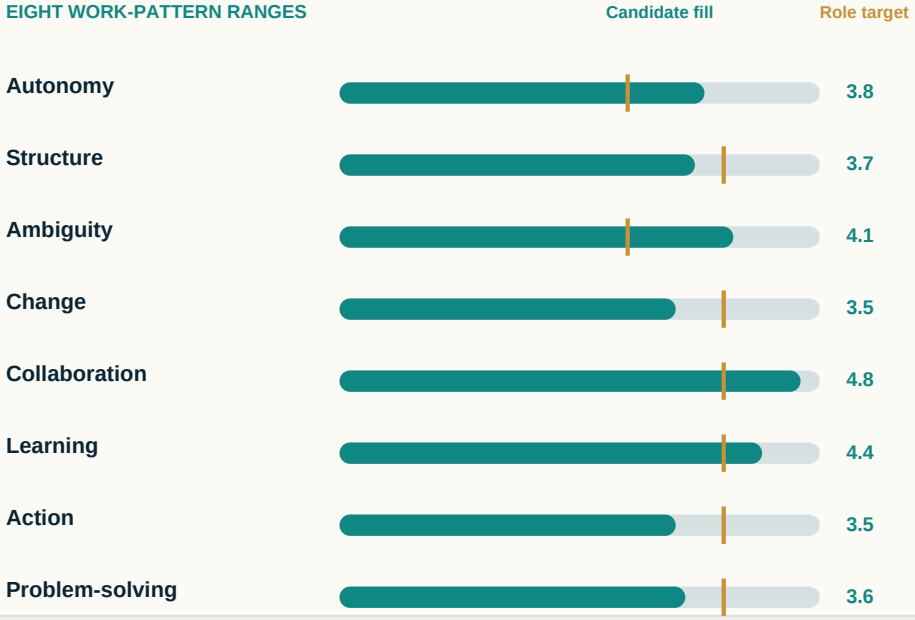
NCX-006

Customer Support Specialist I - Northstar CX Philippines, Inc.

GENERALLY ALIGNED

85.4%	86%	Complete	Career shifter
WEIGHTED ALIGNMENT	EVIDENCE CONFIDENCE	ASSESSMENT STATUS	CAREER CONTEXT

EIGHT WORK-PATTERN RANGES



EVIDENCE FOR THE INTERVIEW

PRIMARY EVIDENCE

Strong collaboration evidence

TENSION TO VERIFY

When escalation boundaries are unclear

INTERVIEW PROBE

Give an example of feedback that changed how you handled the next case.

ROLE CONDITIONS

Night shift - rotating rest days - on-site training

CHECKS

English: C1 evidence | Digital: Needs verification | Work sample: Complete.

Most completed evidence is broadly compatible with the role. Use the focused interview probe to understand context, limits, and support conditions.

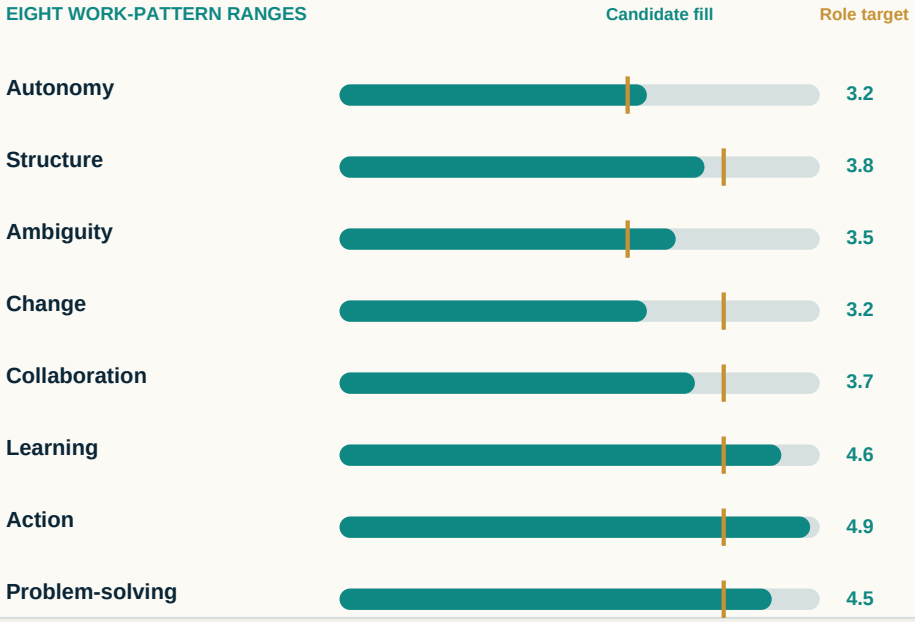
NCX-009

Customer Support Specialist I - Northstar CX Philippines, Inc.

GENERALLY ALIGNED

87.6%	81%	Complete	First job
WEIGHTED ALIGNMENT	EVIDENCE CONFIDENCE	ASSESSMENT STATUS	CAREER CONTEXT

EIGHT WORK-PATTERN RANGES



EVIDENCE FOR THE INTERVIEW

PRIMARY EVIDENCE

Strong problem-solving evidence

TENSION TO VERIFY

When escalation boundaries are unclear

INTERVIEW PROBE

When do you stop troubleshooting and escalate? What evidence do you bring?

ROLE CONDITIONS

Night shift - rotating rest days - on-site training

CHECKS

English: B2+ evidence | Digital: Needs verification | Work sample: Complete.

Most completed evidence is broadly compatible with the role. Use the focused interview probe to understand context, limits, and support conditions.

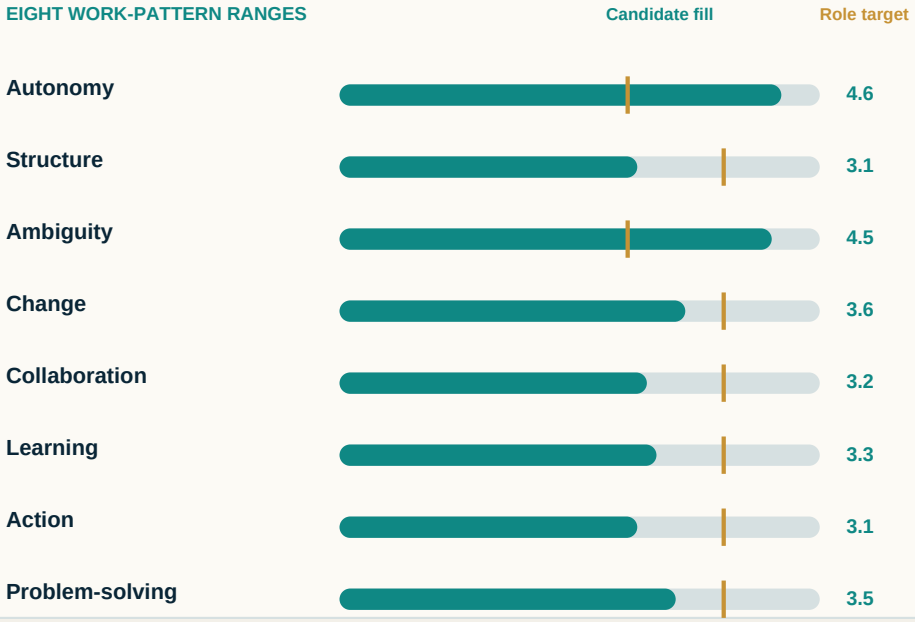
NCX-033

Customer Support Specialist I - Northstar CX Philippines, Inc.

EXPLORE SPECIFIC TENSIONS

77.7%	81%	Complete	Experienced CX
WEIGHTED ALIGNMENT	EVIDENCE CONFIDENCE	ASSESSMENT STATUS	CAREER CONTEXT

EIGHT WORK-PATTERN RANGES



EVIDENCE FOR THE INTERVIEW

PRIMARY EVIDENCE

Balanced evidence; context matters

TENSION TO VERIFY

When escalation boundaries are unclear

INTERVIEW PROBE

When do you stop troubleshooting and escalate? What evidence do you bring?

ROLE CONDITIONS

Night shift - rotating rest days - on-site training

CHECKS

English: B2+ evidence | Digital: Pass | Work sample: Complete.

The profile contains useful evidence and several areas that merit focused exploration. Confirm how the candidate responds under the role's actual pace, controls, and schedule.

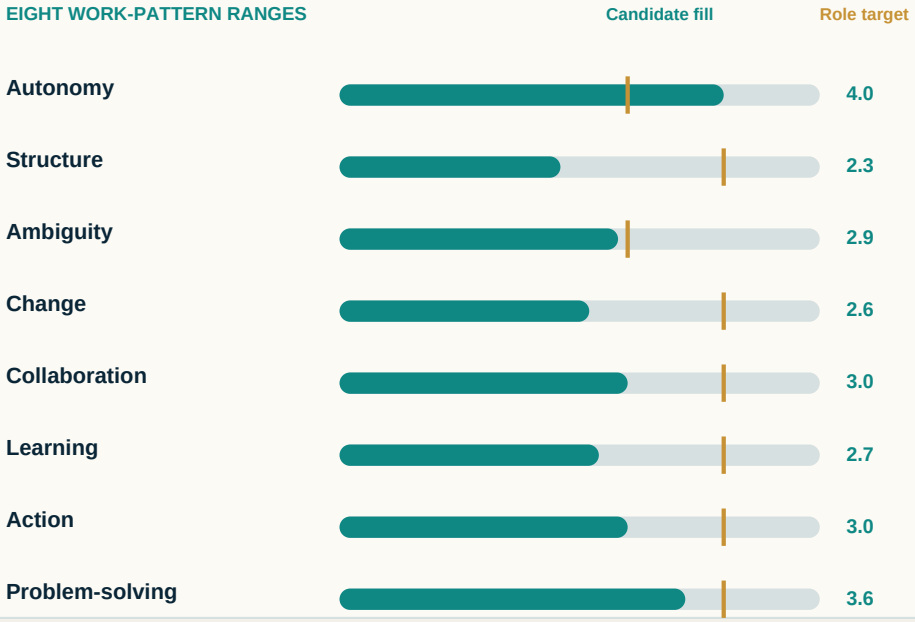
NCX-067

Customer Support Specialist I - Northstar CX Philippines, Inc.

EXPLORE SPECIFIC TENSIONS

74.9%	76%	Complete	Experienced CX
WEIGHTED ALIGNMENT	EVIDENCE CONFIDENCE	ASSESSMENT STATUS	CAREER CONTEXT

EIGHT WORK-PATTERN RANGES



EVIDENCE FOR THE INTERVIEW

PRIMARY EVIDENCE

Balanced evidence; context matters

TENSION TO VERIFY

Using structure without becoming rigid

INTERVIEW PROBE

Describe how you balance speed with accuracy when the queue is building.

ROLE CONDITIONS

Night shift - rotating rest days - on-site training

CHECKS

English: B2+ evidence | Digital: Needs verification | Work sample: Complete.

The profile contains useful evidence and several areas that merit focused exploration. Confirm how the candidate responds under the role's actual pace, controls, and schedule.

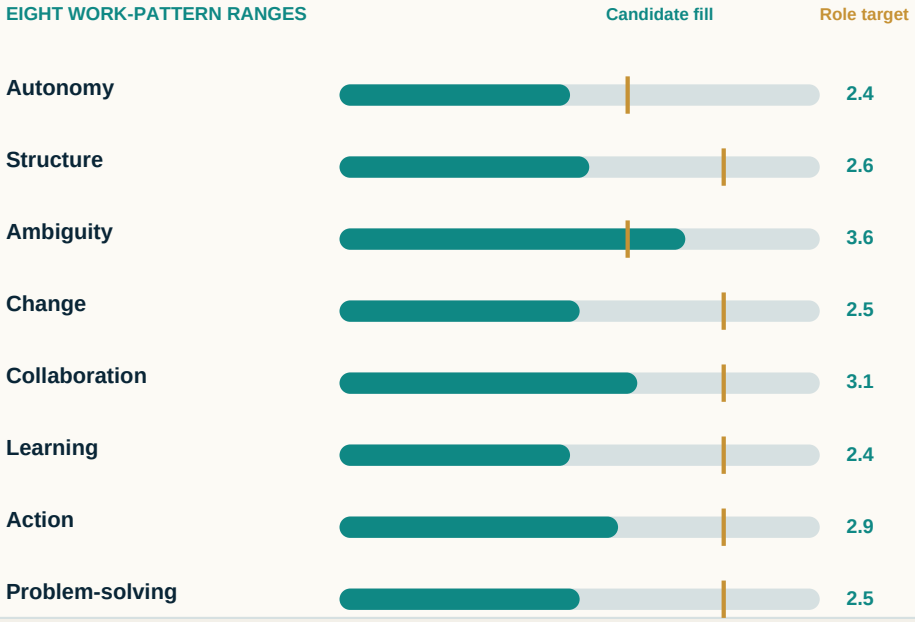
NCX-070

Customer Support Specialist I - Northstar CX Philippines, Inc.

MATERIAL TENSIONS TO VERIFY

70.6%	89%	Complete	Experienced CX
WEIGHTED ALIGNMENT	EVIDENCE CONFIDENCE	ASSESSMENT STATUS	CAREER CONTEXT

EIGHT WORK-PATTERN RANGES



EVIDENCE FOR THE INTERVIEW

PRIMARY EVIDENCE

Balanced evidence; context matters

TENSION TO VERIFY

Sustaining pace under repetitive demand

INTERVIEW PROBE

Give an example of feedback that changed how you handled the next case.

ROLE CONDITIONS

Night shift - rotating rest days - on-site training

CHECKS

English: C1 evidence | Digital: Needs verification | Work sample: Complete.

Multiple work-pattern tensions are visible against this role blueprint. Explore the conditions behind them before deciding whether support, placement, or another role changes the picture.

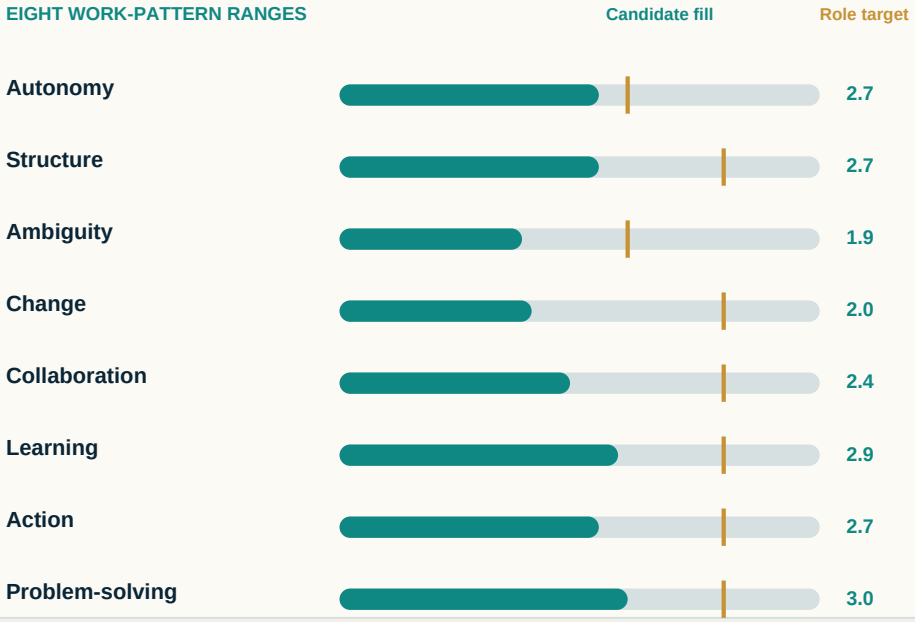
NCX-085

Customer Support Specialist I - Northstar CX Philippines, Inc.

MATERIAL TENSIONS TO VERIFY

69.5%	89%	Complete	Early career
WEIGHTED ALIGNMENT	EVIDENCE CONFIDENCE	ASSESSMENT STATUS	CAREER CONTEXT

EIGHT WORK-PATTERN RANGES



EVIDENCE FOR THE INTERVIEW

PRIMARY EVIDENCE

Balanced evidence; context matters

TENSION TO VERIFY

When escalation boundaries are unclear

INTERVIEW PROBE

Describe a handoff that could have failed. How did you protect the next owner?

ROLE CONDITIONS

Night shift - rotating rest days - on-site training

CHECKS

English: B2+ evidence | Digital: Pass | Work sample: Complete.

Multiple work-pattern tensions are visible against this role blueprint. Explore the conditions behind them before deciding whether support, placement, or another role changes the picture.