

# Sample Career Quotient (CQ) Report

## Zoey Rosis

Client Services Associate

HIRE DATE	TENURE	LAST PROMOTION	TIME SINCE PROMOTION	ASSESSMENTS REMAINING
12/03/2010	15Y 2M 23D	07/30/2022	3Y 6M 26D	0

### Career Readiness

Top Career Match: Corporate Finance Analyst (CQ: 96) ★ HIGH POTENTIAL

## Current Career

5

Client Services Associate

CQ: 92 Avg CQ: 88

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Also known as Customer Care Associates or Client Relations Associates, Client Services Associates handle and resolve client queries, execute strategies for improving customer services, train other client services staff, authorize refunds on products, maintain business relationships with existing clients, and bring new clients on board.

## Why They Fit

### Understanding Their Fit

Candidate shows clear strengths in oral and written comprehension, which support client-facing communication and documentation. However, lower scores in deductive reasoning and speed of closure indicate challenges with complex inference and making timely decisions on ambiguous problems.

#### Where They Fit Well:

**Oral Comprehension:** Above-target ability to understand and process spoken information—useful for client calls, meetings, and listening to customer needs.

**Written Comprehension:** Above-target skill reading and interpreting written material—helps with emails, reports, and policy documentation.

#### Where They Have Gaps:

**Deductive Reasoning:** Below-target ability to apply rules and reach logical conclusions from complex information—may struggle with novel problem patterns or multi-step troubleshooting.

**Speed of Closure:** Below-target speed in identifying solutions under time pressure—could delay timely responses or slow case throughput.

#### Why "Too Much" Can Matter:

**Oral Comprehension:** Performance exceeds job requirement—candidate can handle advanced client interactions and explain complex topics clearly.

**Written Comprehension:** Performance exceeds job requirement—candidate can produce and review detailed documentation beyond baseline needs.

*Leverage communication strengths for client relationships and documentation. Provide targeted training and practice (scenario-based exercises, decision frameworks, and timed problem drills) to improve deductive reasoning and speed of closure.*

## Cognitive Characteristics vs Success Profile

Shows how the employee's cognitive abilities align with role requirements

How to Read This

### IMPORTANT



### NICE TO HAVE



## Personality Fit

### Success Profile Personality

Role favors Investigative and Artistic tendencies with strong Conventional orientation—prefers analytical, structured work with creativity and adherence to procedures.

#### SUCCESS PROFILE

**I** Investigative Primary

**A** Artistic Secondary

#### PERSON PROFILE

**S** Social Primary

**E** Enterprising Secondary

### Your Personality Profile

User is strongest in Social and Enterprising traits, followed by Realistic—prefers interacting with people, persuading/leading, and practical hands-on work.

### Fit Analysis

The candidate's Social and Enterprising orientation is well suited to client interaction and relationship-building, but differs from the role's emphasis on investigative/analytical and conventional procedure-following. Expect strong people skills and initiative, with potential gaps in preference for structured analytical tasks.

## Values Alignment

Value	Profile Rank	Person Rank	Alignment
Achievement	1st	4th	⚠️
Recognition	2nd	1st	~
Working Conditions	3rd	2nd	~
Support	4th	3rd	~
Independence	5th	5th	✓
Relationships	6th	6th	✓

### Fit Analysis

There is partial alignment: both value Recognition and Working Conditions. The user places relatively less emphasis on Achievement than the role, which could affect drive for metrics-focused targets. Cultural fit will depend on whether recognition and environment are provided alongside performance expectations.