

Candidate Evidence Audit

Requirement-by-requirement assessment for transparent human review

Client: PractitionerStack Final Staging Test

Role: Customer Operations & Reporting Analyst

Job ID: PS-JOB-20260911-36C6B96B347C4CE1

Methodology: CV-SCREEN-PROFESSIONAL-STANDARD-v1.0

Screening date: 13 Sep 2026

Candidates received: 3 | ranked: 3 | duplicates: 0 | failures: 0

Rank 1 | Ada Nwosu | 98.71% | Strong Match | Mandatory eligibility: Requirements satisfied

Mandatory criteria 98.57% | Preferred criteria 100.00% | Relevant experience 46 months | Evidence confidence 98%

Requirement / importance	Assessment / points	CV evidence	confidence / review
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R001 | Mandatory eligibility | Legal work authorization in Nigeria

Assessment: Direct | Matched | 4.00 points | Confidence 100%

CV evidence: Authorized to work in Nigeria; no sponsorship required.

R002 | Required | 3+ years customer operations experience

Assessment: Direct | Matched | 4.00 points | Confidence 95%

CV evidence: Customer operations specialist with 5 years of experience in client support

R003 | Required | CRM system proficiency

Assessment: Direct | Matched | 4.00 points | Confidence 100%

CV evidence: Manage 120+ active client records in HubSpot

R004 | Required | Advanced spreadsheet capability

Assessment: Direct | Matched | 4.00 points | Confidence 100%

CV evidence: Excel dashboards using XLOOKUP, SUMIFS, filters, pivot tables, and data-validation rules

R005 | Required | KPI report preparation

Assessment: Direct | Matched | 4.00 points | Confidence 100%

CV evidence: Prepare service KPIs covering response time, backlog, completion rate, and client escalations

R006 | Required | SOP and process documentation

Assessment: Direct | Matched | 4.00 points | Confidence 100%

CV evidence: Created and maintain 18 SOPs and operational checklists for a hybrid service team

R007 | Required | Strong written English

Assessment: Strong | Matched | 3.60 points | Confidence 90%

CV evidence: Write client status updates, exception summaries, and operational reports in English

R008 | Preferred | Service-industry or evidence-driven environment experience

Assessment: Direct | Matched | 1.00 points | Confidence 100%

CV evidence: service improvement across HR technology and professional services

R009 | Preferred | SQL or structured data analysis

Assessment: Direct | Matched | 1.00 points | Confidence 95%

CV evidence: Use basic SQL SELECT, WHERE, GROUP BY, and JOIN queries to validate service records

R010 | Preferred | Hybrid or remote team experience

Assessment: Direct | Matched | 1.00 points | Confidence 100%

CV evidence: Worked three days remotely and two days onsite in a cross-functional operations team

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Rank 2 | Bola Adeyemi | 94.68% | Strong Match | Mandatory eligibility: Requirements satisfied

Mandatory criteria 98.57% | Preferred criteria 58.33% | Relevant experience 39 months | Evidence confidence 91%

Requirement / importance	Assessment / points	CV evidence	confidence / review
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R001 | Mandatory eligibility | Legal work authorization in Nigeria

Assessment: Direct | Matched | 4.00 points | Confidence 98%

CV evidence: Authorized to work in Nigeria; no sponsorship required.

R002 | Required | 3+ years customer operations experience

Assessment: Direct | Matched | 4.00 points | Confidence 95%

CV evidence: 4 years of experience supporting business customers

R003 | Required | CRM system proficiency

Assessment: Direct | Matched | 4.00 points | Confidence 95%

CV evidence: Maintain customer records and case stages in Salesforce.

R004 | Required | Advanced spreadsheet capability

Assessment: Direct | Matched | 4.00 points | Confidence 95%

CV evidence: Prepare weekly Google Sheets reports using formulas, filters, VLOOKUP, and pivot tables.

R005 | Required | KPI report preparation

Assessment: Direct | Matched | 4.00 points | Confidence 95%

CV evidence: Track response-time and ticket-resolution KPIs and submit summaries to the operations manager.

R006 | Required | SOP and process documentation

Assessment: Direct | Matched | 4.00 points | Confidence 93%

CV evidence: Updated onboarding checklists and documented escalation procedures.

R007 | Required | Strong written English

Assessment: Strong | Matched | 3.60 points | Confidence 80%

CV evidence: Draft client emails and monthly service summaries in English.

R008 | Preferred | Service-industry or evidence-driven environment experience

Assessment: Present | Matched | 0.75 points | Confidence 70%

CV evidence: Client Operations Officer - BlueOak Services

R009 | Preferred | SQL or structured data analysis

Assessment: Negative | Conflicting evidence | 0.00 points | Confidence 95%

CV evidence: No SQL/database-querying experience stated.

R010 | Preferred | Hybrid or remote team experience

Assessment: Direct | Matched | 1.00 points | Confidence 95%

CV evidence: Work within a hybrid operations team with two remote days each week.

Rank 3 | Chidi Mensah | 5.16% | Weak Match | Mandatory eligibility: Requirement not satisfied

Mandatory criteria 5.71% | Preferred criteria 0.00% | Relevant experience 16 months | Evidence confidence 92%

Requirement / importance	Assessment / points	CV evidence	confidence / review
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R001 | Mandatory eligibility | Legal work authorization in Nigeria

Assessment: Negative | Conflicting evidence | 0.00 points | Confidence 98%

CV evidence: Would require employer sponsorship or work authorization to take employment in Nigeria.

R002 | Required | 3+ years customer operations experience

Assessment: Negative | Conflicting evidence | 0.00 points | Confidence 95%

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CV evidence: approximately 2 years of experience in office coordination, document filing, basic spreadsheets, and general customer enquiries

R003 | Required | CRM system proficiency

Assessment: Negative | Conflicting evidence | 0.00 points | Confidence 98%

CV evidence: No CRM experience.

R004 | Required | Advanced spreadsheet capability

Assessment: Negative | Conflicting evidence | 0.00 points | Confidence 92%

CV evidence: basic Microsoft Excel

R005 | Required | KPI report preparation

Assessment: Negative | Conflicting evidence | 0.00 points | Confidence 98%

CV evidence: No KPI reporting experience.

R006 | Required | SOP and process documentation

Assessment: Negative | Conflicting evidence | 0.00 points | Confidence 98%

CV evidence: No SOP/process documentation ownership.

R007 | Required | Strong written English

Assessment: Weak Limited | Partially demonstrated | 1.60 points | Confidence 70%

CV evidence: Answer general customer enquiries by phone and email.

R008 | Preferred | Service-industry or evidence-driven environment experience

Assessment: Not Demonstrated | Not demonstrated | 0.00 points | Confidence 85%

CV evidence: Coastline Trading (fictional)

Human verification: not demonstrated in the submitted CV.

R009 | Preferred | SQL or structured data analysis

Assessment: Not Demonstrated | Not demonstrated | 0.00 points | Confidence 95%

Human verification: not demonstrated in the submitted CV.

R010 | Preferred | Hybrid or remote team experience

Assessment: Not Demonstrated | Not demonstrated | 0.00 points | Confidence 90%

Human verification: not demonstrated in the submitted CV.

Decision-support notice: Candidate evidence is based on the submitted CV. Absence of evidence is not proof that a candidate lacks a capability.

The employer/recruiter retains the final hiring decision.

Confidential recruitment material. Share only with authorised reviewers.

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