

The Process

Every writer is assigned with an individual queue, containing orders as per his content expertise. A queue generally comprises of order turn-around time, a questionnaire filled-up by customer and order details (the product package) with order number. Queues are updated every 24hrs with a maximum of 4 to 5 order in-line for completion with varying turn-around times. The Writer completes an order according to its turn-around time, which is appointed by Partner Company. The turn-around time has a maximum limit of 5 to 7 business days. Rush orders/Expedite orders are only offered for Resume/CV & Cover, excluding revisions and LinkedIn Profiles.

The designated writer sends an introductory message to the customer, appointing him a delivery date of the first draft. The customer provided document is carefully analyzed in order to identify the appropriate format that best fits customer field and experience. The composition process starts from here onwards. During the process, the writer holds the right to acquire further information from the customer, where he feels necessary. The designated writer acts as team representative of Partner Company in front of customers, while conducting communications via email, which are mainly feedbacks. LinkedIn Profiles are generally composed after Resume/CV & Cover letter completion to avoid making further changes that might occur on account of new additions found in Resume/CV & Cover letter; at the same time, the writer appoints a date for LinkedIn Profile submission.

After draft completion, the order is submitted to senior editor for quality assurance, who then sends back the draft to writer after approval. The writer uploads the order into the system after which the draft is sent directly to customer, asking for feedback. The Writer also notifies the deadline for second draft request, upon which the customer is eligible for revisions. If the feedback is not provided during second draft request deadline, the issue is notified to the order support, who in return sends a follow-up email, allowing the customer to reply within the next 24hrs, after which the order is considered complete as the customer has not responded. The customer needs to direct the writer that he's satisfied with the draft, so the writer can consider it as complete and can ask the customer to rate the order.

The customer requests a revision for the first draft, upon which the writer is liable to prepare a second draft. The customer shares his comments in the Doc file or via email and he can even ask for advices from the writer. The writer notes-down customer concerns and informs the customer that he'll be delivering the second draft as soon as possible as per time assigned by company. Generally, there are only two revisions, but can exceed according to situation. The customer is facilitated accordingly till he's completely satisfied with the draft.