

Respondent

< 254 Fragrance Lucasan >

147:19
Time to complete

1. If anything was possible, what would your dream job be, and why? *

My dream job is to be an Architect. During my childhood days, I was always fascinated by art. I began to draw cartoons, structures, buildings, and houses. I like to draw lines, create circles, and create abstract images. My family saw I have potential on drawings and they agreed that I'll take up Architecture when I reach college. However, during my time, Nursing was in demand. By the time I graduated high school, my family changed their mind and decided that I'll take BSN instead of Architecture. My heart broke with the sudden changes and I didn't take up Nursing as well. Until now I am having thought of what if they permitted me to study Architecture, but I don't have any regrets or frustrations. In life, you have to be versatile and accept the things that are not meant to be. I've always been appreciative of the skills that I got and somehow I'm happy that I still have them. I'm also glad that I can share it with my friends and colleagues.

2. Have you ever experienced a stressful situation in your past work place (college if fresh grad), what was it and how did you overcome it? *

The stressful situation that I experienced in my past workplace is being in quarantine multiple times. This Pandemic has really impacted my career when I was in Manila. Before the Pandemic, I was contented and happy with my job at a BPO company. It was an Australian account, I love the culture, it was a non-toxic environment. There came the Covid 19 and everything was lost. I've been a close contact multiple times and have to follow the quarantine protocols conducted by the government. Unfortunately, I'm renting my apartment and paying all the bills. We are on a no-work no-pay set up so that was really a struggle. I still tried to stay and hoped it will go back to normal but sadly it's just the same cycle. I decided to open up to my family about my situation and we came up with a solution that I will have to go home. Even traveling was a struggle because you have to complete the travel requirements before they allow you to board the plane. I overcome this situation by deciding to reach out to my family.

3. In your previous position, what task did you find most challenging and why? *

In my previous position, the task that is most challenging is setting up payment arrangements for customers who have an outstanding balance on their bills. I have to ask

the customer several questions regarding their financial status before I can plot a payment arrangement. Not all customers understand that it is important to ask these questions so that we can come up with a fixed agreement. Some customers find it too personal and awkward to answer the questions. You have to make sure that you explain clearly and properly the purpose of the questions so that customers will trust you. If I'm in their situation, I will feel the same way. You have to do a lot of explanations to gain their trust and of course, give them the assurance that once you get their answers, you can provide them the best solution with their debit or arrears. Always remember to listen and understand.

4. In your previous position, what task did you enjoy most and why? *

In my previous position, the task that I enjoyed most is turning back on the mobile data of our customers. Mostly, the customer calls us to ask why their mobile data was turned off. The reason is that they have reached the limit of their data allocation and they're now accumulating huge bills from their data usage. We explain to them the problem, and then they will realize that they have exceeded their limit. On our tools, we have to navigate through our customer's profiles and do some technical support on our end. After explaining everything and negotiating with the customer's that's the time that we can turn the mobile data on. We also make sure that they agree with the consequences and the benefits. In the end, they will thank you and at the same time, you have helped them in your own little way. I enjoy tasks that can help customers in real time especially if they need it the most. After long hours from work, you still get to go home, eat, and relax.

5. How would your previous managers/coworkers describe you? *

My previous manager and coworkers describe me as a patient person. Sometimes they can hear a very irate customer on the other line and I can still manage to be calm. I just allow the customer to vent out and express how he feels. At the end of the day, it's not you that they're upset at. I don't take it personally, I just listen, find the problem, and have a solution. Because if you're more irate than the customer, nothing will be solved and the problem will get worse. It's the same with my family and friends. I'm always patient to be free from stress. Every day is a new day, forget all the worries, and focus on your goals. Always find time to relax and to free your mind from stress. My coworkers also find me very friendly and outgoing. I am easy to get along with and very approachable. I always make sure that my friends are comfortable being with me.

6. What personal or professional accomplishments are you most proud of? *

I am proud that I have finished my studies in my late 30s. There came a time that I didn't have any plans on finishing my studies because I'm already earning. My aunt wanted me to go back to school and I grabbed the opportunity. I was 26 years old at that time and I said to myself that it's never too late to finish my studies. For me, it's an accomplishment

because not everyone is given the same opportunity. It's never too late to learn and keep learning. My family has always been very supportive of me and I'm proud of it. While I was studying, I was also working at the same time as a Transcriptionist. It is really something to be proud of because while studying I'm also earning. It feels good to have an accomplishment even in little things. Even in our everyday life, we have accomplishments that we can be proud of.