Respondent

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

> If anything was possible, my dream job would be a scientist, a Paleontologist to be exact. Since I was a kid, I'm really fascinated by dinosaurs, not just that, but also prehistoric life. I really want to know where we truly came from. Well, there's another version of it, from the Bible. Science and Religion contradict one another and that's the reason why I want to be a scientist, to learn the very truth with proof and evidence, not just based on pure theory. Also, I want to learn everything about our world and also the cosmos as well. Life, as we know, is only a speck of dust compared to the vast undiscovered knowledge and mysteries. For example, the mysteries of the universe, life from other planets, and more. I thirst for knowledge that I can't possess. There are many countless possibilities that we don't know yet, and how this world truly works. This is my childhood dream.

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? *

> Yes, when I was on a call with a customer for almost two hours, actually it was a sup call. My customer is very frustrated and he started cursing me with very unpleasant words. I cried but of course (I'm just new to BPO around this time), with my hood covering my head, I don't want other people to see me cry. It's like my soul was shattered into a thousand pieces but I need to endure it every single day for my family. That's the time I developed anxiety resulting in panic attacks to the point that I don't want to pick up the phone or I'm feeling nervous whenever there's a call. Not just in work but in my personal life too. Too much emotional damage. This is the reason why I seldom talk to people, I became insecure about myself, always overthinking. To be honest, I was too broken but I needed to do something to bring my old self back. I overcame this obstacle through gaming, my safe haven. It's because I can express myself freely without any judgment from others, escaping from this harsh reality saved me and helps me bring back my happiness. Day by day, I'm recovering little by little. It's better than doing nothing to save myself.

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

> In my previous position, the task that I found the most challenging was selling a product and how to process it. To be honest, I really don't know how to sell. It's not my forte, I am

knowledgeable in troubleshooting but not in sales. Actually, numbers are my weakness. There are a lot of processes in processing a sale and it really makes me 'sick'. Aside from this one, I also had a hard time handling billing concerns. Well, I am queued for technical but sometimes there are instances that the billing concerns will go through us. For me, it's very confusing since it involves a lot of numbers. Numbers here and there, the billing terms, and lastly the customers are really insistent. I tried to explain that billing is not our scope of support and the best way to deal with this issue is by transferring to the proper department.

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

In my previous position as a technical support representative chat department, the task I most enjoyed was troubleshooting customers' concerns regarding their services through chat. I really enjoyed it, like explaining to the customers what are the do's and dont's, sending signals to their affected devices, telling them what are the causes of the problems and much more. I'm also an email support representative before I was transferred to phone support. I love creating emails and replying to my customers' chats since it's non-voice. Even though I cater to two customers at once, it's really stress-free and if you excel in your work, you will be rewarded with gift certificates or even additional cash. That's the reason I really enjoyed my job until I was transferred to calls. Since I had trauma before, I'm really worried about my mental health. So I decided to leave my job as a TSR, and have a rest from work for the sake of my well-being.

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

My previous managers and coworkers describe me as an introvert, asocial, always missing in action during parties/celebrations guy, weird. They said that I'm so silent during discussions but have a good scorecard at the end of the month. Oftentimes, they said that I was also a killjoy during team buildings, yeah, I started to go with my team during team buildings (trying different stuff and going out from my comfort zone I guess). The time I was always a killjoy was during "tagays/shats" in every team building. If it's my turn to have a drink, I pretend to drink it but the real stuff was thrown in a ninja way. Good old days, I also express myself to them literally, whenever I have problems or if there are some things in my head that need to be cleared, then I can go all out. I'm really happy and blessed that I met them in my life. They're like my second family, my remedy.

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

My personal and professional accomplishments that I'm really proud of are the following: I graduated from college, and I finally acquired the MVP awards in our workplace. Being a college student is really tough and struggling, especially you don't have the needed tools required in your course. To be honest, I really love programming. During my early college years, I love to create programs especially using Javascript, but when we moved to android

programming, my laptop can't handle the requirements. I really want to learn but without the tools needed, it is really limited. So I focused on Designs instead. Fast forward, thank heavens I finished college. For the work accomplishments, I acquired the MVP awards, usually, the MVP awards can be achieved when you're one of those who excel in the account. I'm really happy about it because it's my first time. Having a decent bonus on your pay is something. Like you strived for it. The fruits of your labor.