

Respondent



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178:23

Time to complete



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

This dream job was a late discovery and I actually almost had it. The job is that of a casino dealer. There was a time in my college days when I got addicted to casinos. A friend and I would regularly go playing on slot machines and baccarat maybe once or twice a week. I got to talk to a few dealers and I discovered how lucrative it can be while at the same time just enjoying playing. I tried applying for the job and it was the most fun application process I encountered. They gave us a series of tests and at the end of every test they'd call out our name. We'd be asked to go to the left or right side of the amphitheater. They would go on to say, for example, those on the left side, sorry, you didn't pass. Please exit. After 2 tests and 1 panel interview, there were just about 12 of us left. That's how exciting it was. For the part that I almost had it, unfortunately, I failed the medical because I am asthmatic. If I remember, there were just 8 or so that went on. Some backed out some failed the medical, as well.

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? \*

In my previous employer, it was towards the latter part of my 5 years stay in that company. After year 4, the program came to a sunset. After it closed down, we were transferred to another program. However, this one only lasted for 2 months. It closed down again and we were transferred to a different client. This was completely different from the technical account I was accustomed to. It was a real struggle to learn new tools over again. I had to condition my mind and reaffirm it every day that it's only hard at the beginning. It was more of a mental challenge than anything else. I knew I'd learn quicker if it was more on hands on an application so I took the challenge of volunteering to be the tools navigator during training. This definitely worked out as planned. I got comfortable with the tools in just a week. It was smooth sailing after that.

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

As a customer service representative for a hotel accommodations account, it was most challenging to inform guests that they could not be accommodated for one reason or another. This happens quite frequently. It only becomes easy if the hotel themselves

arranged for an alternative. For the most part, however, there was none and it's up to us to find one. This usually ends up with additional expenses for the guest. A lot of times they get reimbursements for the extra expenses. Delivering the bad news in a positive manner was the tricky part. In worst cases, guests have booked half a year in advance only to find out the day before that they can't be accommodated. We're usually on the receiving end of a verbal lashing. Absorbing profanities thrown at you for a fault not your own is mentally and emotionally draining. Sometimes it's hard to get over the problem you encounter with the guest, there are instances you still think about it well past your shift.

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

It was most satisfying giving resolution to the caller's problem. That was always the goal in every call I took. Getting an irate caller onset then having to talk your way out, getting the information you need to find an answer, ultimately coming to a resolution brings a different kind of gratification. Of course, I always did what I could to prevent supervisory calls. Using different kinds of tools to get the job done all while keeping the communication with the caller going, even to the extent of entertaining them at times is a task in itself. The balancing act I went through in every call and getting through it all brings a feeling of accomplishment that makes the job worthwhile. No question it was a difficult job, but these little accomplishments in every call all add up and they pushed me to keep going for as long as I can remember.

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

I have always had a smooth relationship with my superiors and coworkers. I'm the type of person who's not into dramas. I like to think that I always conduct myself as professionally as I could. At least when we are at the office. Of course, it's a different thing when we are out and having a good time. I have maintained a good scorecard over the years. Because of this, I'm confident that they will have positive feedback for me. There were a handful of reprimands but nothing too serious that put my reputation in a bad light. As for my coworkers, I've made a lot of good friends along the way. I feel good knowing that we had some of the best team-building activities. All those years I've built solid friendships that last well past our tenure in the company. Even to this day, we still maintain good communication with previous coworkers I haven't seen in more than two years.

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

In terms of personal accomplishments, I have so much to be proud of. I was able to quit smoking cold turkey style at thirty years old, despite being a chain smoker for more than fifteen years. Smoke-free now since the 13th of June 2013. I am also proud to say that I am more of a home buddy now compared to my younger years. Remembering that I'd be out drinking maybe four or five times a week back then brings me to a silent smile. It amazes me

how I was able to turn it all around. Of course, my wife and two daughters are the reason behind that turnaround. Safe to say that they are the driving force behind me. In terms of professional accomplishments, I would consider my tenure of five years in one BPO company at the top of my list. It is because I used to have a fear of working in the BPO industry. I knew back then it was a difficult job.