

Respondent

< 189 Alexandra Gabrielle Tan >

193:00  
Time to complete

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

If anything was possible, my dream job would be an architect or an interior designer. This was my dream job ever since high school as I enjoy arts and drawing portraits. I even draw the inside of a house just for fun and games. That is maybe we do not have a house of our own and I draw everything I want in life. I really want to learn the techniques they use and draw modern structures. It would be a dream to see your design come to life from a drawing to a design of a house or building. Also the same feeling with being a 3D animator. As I am growing I get to discover modern technologies and wanted to try the applications animators use. I like to draw my own characters and I would love to see them come to life. Either of them is my dream job and I would learn and enjoy while earning as I am using and embracing my talent.

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? \*

One of the stressful situations in my past work at Imart was the workload and due dates. At the end of the month, I should gather all the important files from the branches to be able to make a report for the whole month. Not only a few but a bunch of it. Sometimes the branch supervisors cannot send it on time. The first time the work was transferred to me it was a little delayed. I don't want the manager to be frustrated so what I did the next month, was email them ahead of time to remind them to transfer or deliver all the files needed (including DTR's and Inventories) in the office. If ever out-of-town branches cannot make it on the said date, I would let them scan the file and send it via email so I can print it in the office, make reports for the month and send it all to the Operations Manager.

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

In my previous position in CNX, the most challenging would be speaking to people and handling a customer. I personally am not a good talker but I learned how to speak fluently in English and that is a big improvement of mine. Talking to different personalities in a day is really challenging as we need to stay optimistic and understanding towards them. Some customers onset of a call would be very angry and pour out all his/her anger to the agent. The challenge here is to let the customer understand that the situation will be better and

agents are here to help or resolve his/her concerns. The majority of customers calling are irate as they are calling regarding an issue. Some of them are not even thankful. Not all customers would feel better after empathizing and agents should keep trying to resolve their concerns. Agents should keep being professional despite the unkind words.

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

In my previous position, I enjoyed all the new tools I have learned. I also like to be in a new environment that helps me improve and grow. There may be times that agents talk to irate customers, but once we resolve their concerns it can be fulfilling. In my job at Imart, I enjoyed organizing my files on the computer so I can see them in case I needed them, the same with physical files. I also make my own to-do list on my notepad so I would not forget the task to be done. Mostly what I enjoy is organizing my work, the checks, scratch-it winning tickets, receipts, and DTR's. One of my tasks is to distribute the files to my colleagues that they work with, I would organize and give them the files they needed. Sometimes I would personalize like leaving sticky notes and putting on smileys.

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

In Imart, my coworkers would describe me as quiet and mysterious, they really dig in to talk and know more about me because I don't share that much. As I am a fresh graduate at that time, most of my colleagues are more mature than I am, that is why I don't usually share or talk to them about personal things. I am actually friends with the people I am close with as long as I am comfortable. In CNX, my coworkers will say I am a fast learner as I am new to the call center industry at the time. They would say that I still remember and understand the process even when there are a lot of lessons already thought to us. Some will say I have a photographic mind which is not true. It is maybe what they see and observed about me or how they judge my actions.

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

My accomplishments are not that big but these are all I am proud to share. One of the accomplishments that I am proud of is that I have graduated from college even though I have minimal support and most people discourage me to finish my studies. I made a way to be a working student and have a free scholarship. I am also very focused on things I enjoy which is why I self-study programming and video editing. That is why our church joined me in the multimedia team. Bacolod Youth Fest was not that big but most of the videos played and the counter was made by me. Also, the cover that was used in the event. If ever I have free time I would borrow the computer and practice my skills and make my own web pages. I also used my skills as a sideline when my classmates in college wants me to do their projects. As long as I can borrow and use a computer I accept it even just for a little cost.

