

Respondent

< 114 Krisah Marie Naysay >

107:18  
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 a manager or supervisor in any government office. Before going to college, I always have this mindset that after graduating I will really look for a job with a high salary. I always wanted my parents to be proud of me and my achievements. I always wanted to have a stable job with good pay to support my parents and to give them back all the sacrifices that they made for me. When the time came that I wanted to get a job already, I processed all my government IDs and requirements. It really saddens me that government offices here in Bacolod are not that organized and as easy to deal with compared with government offices in other places based in word of mouth, google or social media platform as i can see, read and know. If I will be given the chance to be a manager or supervisor in any government office or establishment, I will really make a difference in keeping things organized and easy to deal with by making sure that I have the best employees under my wing or under my supervision. I will always see to it that as per company's all rules and regulations will be implemented and followed. I hate seeing people especially old people wait in a very long queue. If I were in the position, I will surely suggest and impose instructions that will really benefit everyone.

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? \*

I had this very stressful situation that I experienced when I was with Transcom way back in 2017 I believe. Way back in 2016, I decided to go back to college to finish my course and I also wanted to stay working. My team leader helped me to get a scheduled accommodation but in return, I will no longer be part of her team. It was a difficult decision because I already like my team members and my team leader as well but it left me with no choice. After getting the scheduled accommodation, I hopped or was jumped over to different team leaders just to adjust my schedule until I joined the team of a male team leader. Being a working student is not that easy as you think but I somehow manage my time and performance before I was placed permanently in a new team. It was my first day in my new permanent team. I was so insecure because I was the youngest and my team leader is so intimidating by the way he looks and the way he talks. It was my first day with the team. I started to take calls and after two hours, I got a zero survey from the customer. My male team leader which is sitting right next to me yelled on the floor that we got a zero. He stood up, walk around on the floor while cursing like there's no tomorrow. He stood right next to me and told me that I'm the one who got the zero. I got all the goosebumps and my hands can't type properly anymore while I'm still in the middle of a call. He also told me that I should have stayed in my original team, that I should have never got a scheduled

accommodation, that I should have never gotten into his team. I got traumatized by what he did. I still have an ongoing call that time and the fact that his station is just right next to me, made me think that I just wanted to go home and cry. But despite everything that he said, I still managed to take in calls and got 100s in the survey. It's very stressful that I just wanted to log out and go home but I hold up my tears, took all the calls for the day, and even said goodbye to him after shift.

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

In my previous position as a Customer and Technical Support Representative, the most challenging task for me is to instruct my customers how to fix their tv most especially with the old ones. Our average handle time per customer should not go more than 12-15 minutes. If I receive calls from old customers, I will already expect that it will take longer than the expected time of assistance. I often receive calls from old customers but when I do, it will gonna take me more than an hour to fix the issue. Sometimes, even if we already took one hour on the phone, the issue is still not fixed. What challenges me as well is we should not be the ones to end the call and we are not allowed as well to tell the customers that we need to hang up because it's already more than an hour. One thing that challenges me as well with the old customers is I need to repeat the instruction several times and I need as well to be very patient when it comes in waiting for them to finish or do the instruction that I wanted them to do. But in my overall experience with the old ones, I somehow manage to be more patient and understanding to them.

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

In my previous position as a Customer and Technical Support Representative, I really enjoyed talking and assisting customers who know what they're doing and who are very appreciative of whatever assistance I can give. I also love talking and assisting Filipino customers because they will surely give out high survey scores because they will say that I am also a Filipino. Not all customers over the phone are appreciative and nice. I always receive irate and moody customers but I somehow manage as well on how to handle them. I love how customers will tell me that I save their day and that their grandkids will be so happy that I got their internet or cable service working again, Whatever tasks make me happy, is also making me enjoy and love doing it over and over again. Even if I have to stay up late and talk all the time, I still enjoy and love what I'm doing.

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

My previous manager would describe me that I am a competitive and goal-oriented person/agent. She would also say that I am bold and realistic. I would always ask my supervisor about my status and my scorecard. If my supervisor or team leader can't respond, then I will ask my manager for that information. I always see to it that I always ask

permission from my supervisor or manager if I will be out of the office or if I cannot be on duty. I also speak for the others to my manager for whatever issue or problem our team is going through or is experiencing. My co-workers would describe me as approachable and competitive as well. Whenever my supervisor or team leader will show us our scorecards, they will always see my name on top which will make them say, "wow! it's you again." I am also friendly to my teammates and so they should describe me that as well. What they love about me as well is I stand for them and I always speak for the group if whatever issue or problem we are going through. I am a friendly person but I am also a direct or honest person. If I see that they have mistakes, I will really tell them and teach them the right thing to do.

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

A personal accomplishment that I am proud of is putting up a business during this pandemic, Me and my partner decided to put up a business where we can earn and at the same time enjoy while we are working at home. We put up a small milk tea business at home with some snacks as well. We were the ones who set up the location, arranged everything and we looked for a milk tea business that we can franchise. I am very proud to say that we already have the business running for five months now. We really enjoy looking after our small business and do all the shaking and as well as the cooking. The small business that we had really helped us got through with our everyday needs especially during this time of pandemic and the fact that I don't have work is really one thing that helps us go through with our expenses.