



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

My dream job actually changes every stage of my life. When I was 5 years old, my dream job was to become a teacher, because during that age I really enjoyed playing a game, I was the teacher and my sisters were the students. That dream job changed when I was, I think, 9 or 10 years old. During that time, I wanted to be a cashier/bank teller because the game monopoly was already introduced to us. I was always the one who's handling the fake money. My job dream job changed again when I stepped into high school because I was informed that if you're a cashier or a bank teller you need to cover whatever discrepancies you'll be having and I don't want that to happen and so I changed my dream job from a cashier/bank teller to a cruise ship staff. That's the reason why I took up Bachelor of Science in Hotel and Restaurant Management major in Cruise Ship Services. I think it's because of the influence of my uncles who were studying at a Maritime School during that time, and of course, it's common knowledge that once you work on a cruise ship, you'll have a very competitive salary. That's still my dream job until now but a pandemic happened.

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, of course, I've experienced a stressful situation in my past workplace. It happened when I was working in a BPO company, at that time I made a very minimal mistake and my team leader shouted at me. I was really embarrassed back then especially there were other agents as well in the production area. I really wanted to cry, I wanted to defend myself and explain my side but that did not happen and I went home with a heavy heart. That was very stressful and very frustrating at the same time. But this is my personality before I sleep, I always make sure that I'm okay and whatever happened on that day, it's done already, there's nothing I can do about it anymore. So, I moved on and decided not to take it personally. I tried to understand that maybe my TL was having a hard time as well during that time. The day after that then, I had a coaching with my TL and I opened that topic and I shared what I felt during the incident, and in fairness, he asked for an apology and vice versa.

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

In my previous position as a Customer Service Representative, the most challenging task was to hit and maintain the metrics like the NPS, AHT, CSAT, and release rate. There were months that I was hitting the metrics and had my incentives but also there were months that I didn't. Just to be honest, the metrics in BPO companies are actually complicated, sometimes if you want to hit one metric, you need to compromise the other one. For example, this is how the metrics work in my previous company, if you unreleased a call, you need to have 4 released calls that will make you pass the release rate. The ratio for that is 4 to 1. On top of that, you have a format to follow such as opening spiel, resolution, disclosing self-service options, and closing the call with care. By the way, a released call means you ended the call first and an unreleased call means that the customer ended the call first. On top of that, if there are ghost calls that would be taken against your release rate, it's really complicated.

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

In my previous position as a Customer Service Representative, the task that I really enjoyed the most was to assist the customers. Helping is my passion. So, every time I resolved my customer's concern, I really feel very satisfied. Sometimes, if I handle complicated issues like troubleshooting issues, I really want to resolve them because even me as well I want to know what's the best resolution to it so that whenever I encounter and receive a call again with the same issue in the future, at least I know what to do. Also, I enjoyed talking to the customers, because some of my customers are sharing their life stories. Through hearing those stories that they share I'm also learning and I really like to listen to people's experiences. Some of my customers share their culture and beliefs, so those are new learnings for me so if ever I go to the US (hoping and praying), at least I have some ideas of how their culture works.

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

My previous managers/coworkers described me as kind, submissive and respectful. I don't want to boast but that's how they really describe me. In our house and in our church, we were being taught how to submit to those in authority. Even though you hate the person but you have to respect his position. For example, many people really hate Duterte, I also do not agree with some of Duterte's ways of leading the country but regardless of that I really need to submit to him because I believe God chose him to be our President. I was taught as well to respect all people regardless of their position from the lowest position to the highest position. And lastly, life taught me how to be kind because you don't know what's the person is going through, some people are really having a hard time mentally, emotionally and even financially so sharing kindness will make a big difference.

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

I am really proud that I graduated college because of my sacrifices and hard work. During my 3rd year and 4th year college days, my parents were not capable anymore of sending me to school because we were really financially unstable during those years, my sister was hospitalized and diagnosed with type 1 diabetes. I really wanted to finish my Bachelor's Degree, so I looked for a part-time job. Thankfully, I was hired as an ESL Teacher. Every morning, I go to school and every night from 7:00 pm to 10:00 pm I work. I also work during weekends from 9:00 to 10:00 pm. It was really hard for me to manage my time as a working student. To be honest, I was really jealous of some of my classmates because their parents were sending them their allowances every week, sometimes it's more than what they needed. But I was just looking on the bright side of life. At least before I graduate, I already have work experience.