



Respondent



287

Helen Adla-on



84:18

Time to complete



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

If anything is possible, my dream job is to be a newscaster. I remember, when I was a child, I tried to imitate the newscasters I saw on the television. What I will do is, grab a book or newspaper and then read it out loud in front of a mirror as if I am looking at a camera. Then after I finished the whole page I will also say my closing spiel and smile or advised a commercial break to my imaginary audience. I just find the newscasting job amazing. I got curious how they can find a news scope to report. But this dream of mine did not come true, because my parents won't allow me to take a Mass Communication course during college. They said that it is a difficult and dangerous job to take as you need to be present where there is war or chaos. I can't go against my parents at that time so I did not pursue my dream job.

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 believe every one of us cannot say that we have a smooth sailing journey in our work life as everyone will experience challenges or stressful situations along the way. In my case, yes, I had experienced a stressful situation in my previous workplace. This happened during my probationary period as a technical support representative. Everything is doing good within the last 4 months. Metrics were met, attendance was perfect and my relationship with my teammate and leader was all good. Suddenly, I got infected with the current virus affecting everyone all over the world. Reliability went down, which is one of the main factors for you to pass the probationary period. I got worried that I would not be able to pass the probationary period and that put me under a lot of stress and prolonged my recovery. I consulted my husband and we agreed that I will just stop working and rest for a while until I fully recovered so that I could recover faster because our health is more important as of this time.

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

Tasks can be challenging especially if they are all new to you. You may find them life-changing at times. But we know that this can be challenging at first but along the way, you can get familiar with how to do it and complete it with flying colors. In my previous position, we handle both technical and billing issues of the customers. Technical issues are not that difficult because we have a format of questions and troubleshooting steps to follow. What I find challenging is creating orders on the system. To create an order on the system you need to analyze first the current services on the customer's account then you need to figure out among the many lists of new services which one is the right plan for the customer. And once you figure it out, you need to find the right codes to use. I find it challenging as I am not familiar with the codes yet as I was a newbie at that time.

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

In every task that is given to you always have a goal so that you have the motivation to do it right in a timely manner. Just like in my previous position as a technical support and billing support in one, my goal is to give satisfaction to the customer on whatever issues or assistance they are calling about. I enjoyed doing the troubleshooting steps the most. I enjoyed it because I can say I am more familiar with how to interact with the customer calling about a technical issue as I have been doing it for years already. Customers at first may be upset because of the issue they are having but once you have been able to fix the problem and you go above and beyond their expectations, they know how to appreciate how you extend your help to them. That is, I believe our reward for being a technical support representative, and I get emotional sometimes.

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

Maintaining a good relationship with coworkers is very important to have harmony in a workplace. In my previous workplace, my coworkers would describe me as someone that they can lean on or, an answer to their financial needs. This is because they can just approach me anytime if, for example, they need to get a new phone or they need to buy some groceries. If I still have an available credit limit on my card then they can go ahead and avail themselves of what they need. But it is not only about the financial matters that they can approach me, most of my coworkers also ask advice on family concerns or even love life issues. I just give advice but the final decision is still up to them. But I think my circle of friends now, who also was my coworkers before our friendship started because of financial needs. But I think as we get to know each other along the way we already created a bond not just because of financial needs.

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

The personal accomplishment I am most proud of is running a business for 10 years now. First, I am quite hesitant to start the business as I am not confident if it will work in our area. With the help of my family, we started the business in a 25 square meter commercial building and hired our family members as workers so that we can minimize the expenses. As the business is doing well after 2 years, I was able to buy a used multi-cab for marketing purposes. And after a year, I was able to branch out in a different city. As I have a new branch, I hired people in our own community that has no work as new workers. That is also one that I can consider an accomplishment as I was able to help them. I am just thankful that even there is an ongoing pandemic our business was not totally affected.