

Respondent



321

Clark Guili



117:23

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 lawyer who works in the office of the ombudsman. I've seen how corrupt the government officials and although there are brilliant people who have good projects that could benefit the citizens, oftentimes it gets disregarded because politicians who ran for positions just for selfish gains. I'd like to become a person who is capable of making them liable for their unjust acts and having them punished under the law. I believe that the country's laws are already well established, it's just not properly implemented. Most of the time, the subject of the law is always the normal people of the state, and if you're somebody with political power, you are exempted. I believe that no one is above the law and everyone should abide by it. I am the type of person who believes that the country can be a better place if we eliminate corruption.

2. Have you ever experienced a stressful situation in your past workplace (college if fresh grad), what was it and how did you overcome it? \*

When I was with my first company, which is my very first job, I often get stressed by sudden changes in schedules. It is a very stressful situation for me cause at that time, I was having a hard time sleeping. Working without proper rest is very stressful and it even affects your performance. I was very competitive at that time and I always wanted to see my name listed on top agent every month. But working without a well-rested mind and body isn't helping. I don't have an option to demand a fixed schedule, so what I did, is I start to adapt. I started eliminating the things that could cause me to not sleep well. When I'm in bed and about to rest, I stopped using my phone and that's probably one of the main reasons I couldn't sleep right away after my shift. I also minimized drinking coffee, especially after work. After eliminating those habits, I started to sleep well and eventually became comfortable with sudden changes in my work schedule.

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

In my previous position, the task I find the most challenging was being consistent with the energy I exert every time I speak with a caller. I always wanted to sound lively and enthusiastic every time I talk with my caller for them to get the impression that I'm willing to assist them with whatever their concern is, and I wanted to make them feel that they're

being valued. Consistency with the energy I exert is what I find the most challenging because there would be days that I would feel like talking but I still had to cause that's my job. Although I'm confident with my knowledge of the process, I still value the quality of the interaction with my caller. While working in that industry, I learned that I have control over myself, but our callers don't have control over what kind of interaction they would experience when they call us. With that understanding, although challenging, I always strive to be consistent with the energy I exert with every caller to give them a positive experience every time they call.

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

In my previous position, the task I enjoy the most was talking to elderly people. Back then, I was working with a health insurance company and most of our members are elderly people. I really find it noble and fun assisting elderly people because they're very appreciative and it feels good that I'm doing something that actually helps them ease their burden. I enjoyed it the most because they are fun to talk to and oftentimes you also get good wisdom from them that they learned through experience. And another reason why I enjoyed talking to elderly people is that I'm growing in patience and understanding every time they are having a hard time hearing, or when you have to explain the process to them in a way they could grasp. Working with elderly people is really enjoyable and also it helps me become a better human being.

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

My previous managers/coworkers would probably describe me as an intellectual person. I don't want to sound bragging but a few weeks ago, that's the message I received from a previous coworker. He said he missed my intellect. I think he said that because I'm the type of person who's always open-minded. I'm open with people's different worldviews and I always try to understand the root cause of why people think in a certain way. When we discuss a certain matter, I would always acknowledge their opinion but not to the point that I would compromise the truth for their subjective opinions. I'm the type of person who always wants to incline with the truth, cause though everyone is entitled to their opinion, nobody's entitled to ignorance.

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

The professional accomplishment I'm most proud of is when I was still working with my first company. That was my first job and I never had any experience in the industry, but on my 3rd or 4th month in production, I was able to be a top agent across all sites in the Philippines. The competition for that position was very tight since I was contending with tenured agents who's been in the industry for years. I felt very proud of that achievement and that achievement really motivated me to do more. I became very competitive and

developed a habit that I should always do my job with excellence. And also the fact that I was new to that industry and was still able to achieve that much also gave me confidence that I could actually do more. I'm very proud of that achievement and up until now, I'm using it to remind myself that when I wanted to achieve something, I always have the capability to do so, regardless of the circumstance.