

Respondent



320

Stella Maris Sta. Ana



173:49
Time to complete



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

My dream job is to be a nurse abroad. When I was a kid, I dreamt of becoming a nurse when I grow up. It was my dream to work abroad so that I can earn more for me to be able to support my family in the future, I wanted to build a dream house for my family. Unfortunately, my parents would not be able to afford a nursing course for me so I just took BS Computer Science in college. At first, I was not happy because I was not able to take the course that I wanted but later on, I learned to love the course. After graduation, I landed a job as a Data Analyst, and when I started earning that was when I realize that I don't need to be a nurse abroad in order to help and support my family. With the money that I am earning right now, I am able to put food on our table and was able to afford to get a home for my future kids and husband.

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? *

The most stressful situation I was in with my previous work was the graveyard shift. When our Australian account pulled out, after they decided to bring their jobs back to their own country, I was transferred to an American account and the schedule was very challenging, my shift starts at 9 PM. I struggled with this schedule because I cannot sleep very well during the day. I frequently catch a cold and had been coughing most of the time maybe because my immune system was low due to lack of sleep. Though it was a work-from-home setup, I decided to leave the company because I have been putting my health at risk not being able to get a complete rest and sleep. It was hard to leave the company that had been my home for 11 years but I cannot afford to get sick. I then applied to this company after a good friend invited me since they have a permanent day shift schedule.

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

In my previous position as Customer Service Representative in one of the biggest telecom companies in Australia, the most challenging task for me was selling. We are required to sell customers the products that they might need in their households such as pay-tv, mobile handsets, and WIFI devices that they can connect their gadgets to when a wired internet connection is not available in their areas. I find it most challenging because I'm really not

into selling. I find it hard to push a sale when the customer is pushing back. I don't think it is still necessary to offer a sale when I don't think the customer needs the product or the service. I also don't like the idea of just offering a sale for the sake of passing that specific metric when again it won't be beneficial to the cx when they get the product or the service. On the other hand, if I believe that the customer needs a specific service or device, I make sure to discuss with them the benefits of getting the product and how it will improve their connectivity within the household.

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

In my previous position as Customer Service Representative in one of the biggest telecom companies in Australia, the task that I enjoyed most was discussing the bill with the customer. Most of the customers have enquiries about their bill because they are not aware of the charges imposed when they connect a brand new internet connection at home or they will be charged extra when they get a mobile handset on their postpaid plan. I like discussing to them these charges and these would have been communicated to them when they initially signed up. They are also calling most of the time when they got their first bill after getting a new service or a plan and they were charged a pro-rata and month in advance. I find it easy to explain to the customer the charges they have incurred and most of the time they agree with me after the discussion. I find it fulfilling when I am able to educate the customer about these charges and for them to understand their future bills as well.

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

My previous supervisors would describe me as a reliable agent. In the 11 years that I stayed with my previous employer, I have not received any corrective actions when it comes to Reliability. I make sure that I come to the office on time and I only skip work if I am sick. I provide a medical certificate if I need to go to the doctor so that won't impact my attendance. They would also describe me as a goal-oriented person. I always focus on achieving my objectives and with my previous employment, my goal was to make sure that I perform well, that I strive to make sure that I reach the targets set for me. When it comes to my performance, I am also open to feedback for me to improve and do the best I can to make things right next time. My coworkers would describe me as a loving and kind person. I have coworkers that had been my friends since I started with the company and after we parted ways, we remained to be good friends.

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

I can say that the professional accomplishment I am most proud of was to be able to stay in one company for 11 years. Being in the call center industry was not easy. There were metrics that we need to pass every month and corrective actions will be issued if you fail to meet the goals. The most challenging for me was the shifting schedule. Even if we were working

for an Australian account, some schedules are too early in the morning, some shift starts as early as 3 AM and some shifts were ending late at 9 PM. In my case, I find it hard to commute to work via public transport during these hours. Despite these, I still manage to report to work and have not received any corrective actions for Reliability. Even though I never applied for a higher position I am still proud to be able to stay in the company for 11 years.