

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

My dream job would be an Attorney. I believe I have some of the characteristics that are needed to become successful in this industry. Ever since I was a kid, I have been fond of reading about history that other people might find boring. But for me, it feels like I was back to the past every time I read one. A lot of people often tell me that I have a good memory. I can still recall some of my childhood memories that my family usually forgets already. I can still recall how I admired my father for being a keen observer and a critical thinker, and I believe that those are some of the characteristics that I got from them. I took up BSBA and we had some Business Law courses. I enjoy every minute of it. I do not regret choosing this course; I'm happy choosing it.

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

One specific call that I received was from an irate customer. The package is a Christmas present for his son who just came to the USA migrated from Jamaica. He was very frustrated because it was scheduled to be delivered before the 25th of December. But the delay was because of the severe weather conditions that we cannot avoid. He was worried that his son might hate him because of the late parcel. What I did was, I offered to talk to his 5-year-old son. I told his son how happy his father was to spend their first Christmas in the USA; that his father loves him and bought a present for him. It's just that Santa might be delayed delivering it to their house on that day, but we will make sure that we will hand over the present to them. The father thanked me for my explanation.

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

I find it both challenging and enjoyable at the same time talking to different personalities of people. I find it challenging in a way that I have to be versatile to their differences. We have to learn different kinds of approaches to how to deal with each one of them. I have to adjust from one caller to the other; especially to the elderly ones. On the other hand, I enjoy talking to people. That is why I believe that being able to communicate with different people is an asset and a skill. I feel fulfilled every time that my caller is thankful for assisting them. It's just that I feel like I helped them to make their day complete. I am a good listener too. I also love it when my friends open up something about themselves. I am quiet but talkative with people that I am comfortable with.

4. How would your previous managers/coworkers describe you?

Our upper management before was really supportive and approachable. Many agents before told us that they usually roam around the production floor just to check if their agents were doing good or if they need assistance. However, that was pre-pandemic. Since we were working remotely, we seldom see our OM visit the site. Even if that was the case, he still made sure that everyone was at their best. Our TL was a good friend of OM. They have the same attitude but their approach was different. We could casually talk to him outside the office but were very professional during shifts. We always made sure to behave like him all the time. My coworkers were very diverse. Some of them are working students, some are degree holders, and some of them are BPO hoppers. We were very different but we made sure we managed to establish a good relationship.

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

I consider both personal and professional achievement when I was able to manage and compose myself after all the struggles that I had last year. I was just starting my previous job when my partner was diagnosed with a heart condition. I was able to manage my schedule by taking care of him without compromising my work. Unfortunately, he passed away days after my birthday. I was left dumbfounded and felt lost. Just 4 days after his passing, I received a phone call from my mom, informing me that my closest aunt passed away too. I really don't know what to do. It felt like I was alive but not living. Because of the unending support of the people around me, I was able to pull myself together. I became a workaholic. My scorecard was at its best. Yes, I was still mourning but God did not neglect me too.