

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

If my younger self was given the chance to choose a dream job that would come true, it would be being an architect. Despite my slow progress in math, I really dreamt of becoming an architect because I was gifted with a talent for drawing so mostly, I like designing houses, and I was also planning that I would design my own house in the future. I was a very active student so I was confident that I could learn Math and pass the course if I was given the opportunity to study, but things did not go as planned because of financial problems. Since then, I had forgotten that dream because I have to be practical to support myself. It's really nice if anything is possible, but for now, I think since it is not possible, I should look on the bright side, and maybe in the future I can still do 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?

When speaking about stress from my previous workplace, even if you don't say anything, it would be very visible on your face. The previous job, despite the negative things that I could say about it, I am still very thankful since it was the very first job that gave me experience when I decided to be independent. It was very tiring, but thanks to my positive outlook on life and also my desperation not to ask for any help from home, I was able to overcome all the metrics given even after I was upskilled in a department that handles very irate customers. Also, for 2 years, I was able to do work from home set up so it was able to help me save a little. That is why I stayed for 5 years in that company because at least it was able to provide for my needs from the start of the pandemic.

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

In my previous position, the task that I found most challenging to handle was irate customers, in the executive resolution department I used to handle Americans who love asking for a manager, who threatens to sue me, and who is very demanding of compensation. But one thing I enjoyed being part of it was the access to technical tools which other tiers don't have access to. I was able to resolve any technical problems with the help of those tools and I was able to receive positive feedback from customers through our survey. I liked it when my customers provided me with positive comments over the phone when their issue was resolved, and they even wished for me to get a raise but I always tell them that is impossible and I am happy I was able to help. Back then being able to resolve any customer's issue is one thing that I looked forward to when I'm starting my shift, even when I'm tired, hearing them say "thank you! You are awesome" makes it worthwhile.

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

My previous supervisor described me as stubborn because I don't usually meet the required overtime which is 10 hours on top of the 40 hrs. per week, sometimes I only have 44 or 45 hrs. For other metrics, I can provide him with a good score, but my previous company values staff hours more than anything so it was still not enough. I was able to do it way back in the early years I had with the company but I stopped doing it because for some reason, personally, I felt like I'm no longer taking care of my health so I gained a lot, I don't have enough sleep since I always have to wake up very early. I tried reaching the required staff hours since my supervisor really insists on overtime but I really can't do it. Especially our account is so stressful, I can't stand 10 hours on the phone being screamed at because the lower tiers are not trained enough to resolve their issue.

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

My personal accomplishments that I am proud of are being able to support myself for almost 6 years that I have been here in Bacolod and also, I am able to help my brother support our father before he passed away last June of 2020, which was a tough year but I am still able to manage it. I am also proud that I can finance family outings, and also give my nephew an allowance. Small things, but the thought of being able to do it makes me happy. For professional accomplishments, well first I am proud that I was able to work in the BPO industry even if I didn't have any experience before I was able to pass the training with flying colors. And now, being part of the trial here in Pathcutters is really an amazing thing for me since I have been telling my friends that I don't have any experience being a Virtual Assistant but they have helped me overcome my fears with encouraging words. I am proud of myself that I did not let doubt take over me and I was able to try things that is not just in my comfort zone, I may find it very challenging, especially this trial, but I know with determination, I can be a part of it.