

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

I have always wanted to be a veterinarian because I love animals. I want to be the voice for the voiceless, and they're the ones I want to protect. When I was young, whenever I dreamed about a cat, after a day or two, one of our pets would die. I kind of considered that as a curse before but as I aged, I think it was a preparation for me not to mourn too much when one of our beloved pets depart. I told no one about it until I was 16 years old, and that "curse" stopped. I never fear anymore whenever I dream of cats. We used to have 13 cats at home and 2 dogs, but most of them got sick. At a young age, I had no idea what to do even though I badly wanted to help and save them. At the time, the internet wasn't a trend. So, there was no way for me to at least self-study how to give them cures and we have no funds to bring them to the clinic as well. That was also the time when I learned about vets, and when I dreamed of being one.

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?

Stress was never absent in my previous workplace. Answering calls from a yelling customer and being supervised by a tyrannical Team Leader. I know their anger wasn't specifically directed to me but, I still can't avoid being stressed. I have learned that it was going to be part of my job so I made plans on how to overcome it, or at least professionally deal with it. I located the root cause of why they were mad and fixed it. Most of the yelling customers were mad about the service or billing issue, I empathized with them genuinely first by putting myself in their shoes and then resolving their concerns. My tyrannical TL's anger was also from the pressure he was getting from the manager. I followed what was on the call flow, and made sure everything was organized to provide good scores. Although our TL was unimaginable inside, I can say that he is the sweetest human being outside the workplace. I was also grateful for the pressure he had thrown us under because that was one way for us to earn more than the basics, I was able to get the monthly performance bonus almost consistently.

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

As a customer service representative before, the most challenging part for me was whenever I received calls from customers who were given false information by the previous agents they had spoken with. I find it hard to pacify them because even if I'm telling them the truth and after sounding genuine, they will still doubt me for everything. At the same time, it's the situation I enjoy the most because there is a fulfilment feeling that it gives me when I am able to resolve their concern and pacify them. Giving them hope that someone from customer service truly cares for them. The "thank you" and whatever they do to show or make me feel how grateful they were for the help I provided them were more than enough to make my day. Although some of them still want to speak with a supervisor or a manager, they are still thankful for the frontline service experience.

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

Whenever I joined a team, my managers, supervisors or coworkers would always describe me as the quiet or silent one, the introvert, the shy one. Apparently, it's because I'm new and we all don't know each other yet, but after a few days, those impressions were most likely withdrawn because I can get loud whenever I take calls or whenever I get comfortable with someone. When that happens, I can talk nonstop about whatever comes to mind. Also, whenever I have my coaching sessions, the QA or my supervisor would always commend me for being empathetic and wise. Empathetic because I always put myself in my customer's shoes and that's one way to sound genuine with empathy. Wise because I am resourceful in finding ways to resolve my customers' concerns. I tend to go above and beyond with my role, as long as I'm not breaking the company or the client's rules or policies.

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

In terms of my personal accomplishments, I am most proud of being able to step out of my comfort zone and be independent. I really don't like relying on another person, as long as I can find ways to get or finish something, I wouldn't ask for help. Probably because I'm too shy to ask or I might just get disappointed with the help I get or scared that my ask for help might get rejected or I will be just a burden to bear. Too many reasons. Anyhow, getting out of my comfort zone was a big step for me. By doing that, I was able to achieve some of my professional goals as well. I was able to leave the company that I've been comfortable with for over 2 years, and apply here in Path. Again, I'm scared of rejection. I have some friends or coworkers before who tried applying here but weren't able to pass the interview, so I was very hesitant at first. I studied everything about Path and about the role I'm applying for. I also watched some videos about VAs and how they were interviewed, which were really a great help when I applied here.