

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

My dream job is to be an educator. I'm actually hoping that I'm able to get my license this year. Not to brag, but I'm able to finish my degree while I'm working full time in a BPO industry. I only slept three to four hours a day for the past 3 years aiming to finish college. Its been my childhood dream to become an educator. It stopped when I got pregnant at an early age and haven't finished college. I have to shift from dreaming to working, in order for me to support my daughter financially. I worked on different jobs, from cashier, field enumerator and on the BPO. While working on the BPO industry, I have notice that you have to be flexible in terms of time adjustment, graveyard shifts and some other things. It hinders me to be with my daughter at all times since I'm living from a different city. Then I finally decided to continue my education while working. Its overwhelming and tiring to process my papers from my previous school to the school that I'm going to transfer. That's also the time that my father leaves us. He was rushed to the hospital due brain aneurysm while I'm at school processing my requirements fresh from my graveyard shift. He then left us at 11 PM while I'm at work. That marks the day of changing my responsibility from my daughter to a breadwinner. I promised on my father's grave that I have to finish college and become a license educator. This time it's not only my dream, but it's also a dream for my family. I have to be stable emotionally, financially and mentally. I prepare myself not to cry when I go home. I have to be strong for my mother and daughter who's still grieving. It was the toughest days of my life. Reaching my goal for them is my happiness. Now, getting my license and becoming a teacher is still and always be my dream job.

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?

It's normal to be in a stressful situation especially if it's your first time in a certain job. As a newbie in the BPO industry, it's a struggle for me to speak English fluently since that its not our first language. I watched videos and movies mostly in English to practice and become fluent. I realized that you don't have to complicate things and you can just converse in English using simple words. It's a skill unlocked for me. Not getting enough sleep was also my problem. I have adjusted on a night schedule but after enrolling back to school I have to make another adjustment. I have to work from 11 pm to 7 am and went to school from 9 am to 5 pm. It was tough. I have to reject my grieving period due to the loss of my father, to become productive in work and in school. I have to manage my time wisely and make sure to take a rest. I have to finished all my school works before deadline to avoid complications. The adjustment was really tough but my workmates and classmates help me a lot during that time. I'm grateful that I was surrounded by people that I can really rely on during tough times.

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

I was working as a customer service representative in the BPO industry for almost 6 years. The most challenging task that I have encountered is when you are dealing with irate customers. They are likely the people that will not listen to you on the first part of the call. They will curse or even shout at you. We are trained to somehow let them speak their emotions and frustrations out. This will help them calm themselves and it's also a way for us to listen and know the reason of their call. If they already release their frustrations out, then it's the time for us to empathize and let them feel that we're here to help them. Worse case is that they will ask for a supervisor if they don't want your assistance anymore. They are sometimes at ease if they know that they are talking to someone higher than the regular representative. On the other hand, the task that I enjoy the most is talking to customers that are grateful with how I assist them. Sometimes even the issue is not resolve right away due to some reasons, they still value and appreciate your effort in helping them. It's actually a reason to be thankful and motivated to go to work.

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

Every person is unique. We differ from appearance to attitudes and other features. As my previous manager describes me, she mentioned that I am the kind of person that is willing to learn from my mistakes. She also added that I am following instructions properly if there are some updates on the process. As for my coworkers, they always describe me as loud, responsible, kind and a happy person. They often tease me of acting like a child which is opposite of my age. Some of them tell me that I am a strong person after they hear and know all the things I've been through. They also ask me for some advises, because they said that I am more experienced than they are. It's overwhelming but I'm happy to know my behavior through them. I can somehow remove all the bad traits that they pin point and keep the good ones. They're like the mirror of ourselves and it's a big help in improving myself for the best.

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

The personal accomplishments that I'm proud of, is that I was able to finish my degree while working full time. It's tiring to some but I'm grateful that I have a strong determination to finish what I have started. I have to make a huge adjustment, since I was working full 8 hours at night and go to school whole day in the morning. As a breadwinner, I can't resign from work. I have to make sure that I am earning to support my family. It's very difficult that I have to hide myself when I'm crying. I have to let my family know that I'm strong enough to support them. I made them my inspiration to continue and reach my goal. Three years of juggling work and school is overwhelming that sleep is already a reward for me. I was happy that I am able to finish my degree but sad at the same time. I was one of the graduates when the pandemic happened. I was really hoping that I'm able to walk on the stage, wearing toga and getting my diploma; while my family is watching. I know that it will be one of the most memorable mark of my life but it never happened. It's sad but I'm grateful that my family is so proud of what I have earned. Afterall, my accomplishments is not for me. Its' for us.