

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

If anything was possible, my dream job would be the make-up artist of BTS. And the first reason why is that they are my favorite K-pop Group that I really would like to meet personally. They are one of the few reasons why I was able to face depression and have moved on from anything that has made me miserable before. Second, I would be able to talk to them like a friend, as I usually see on their behind-the-scenes where they are casually talking to their make-up artists or sometimes joking around them. Third, I would also get to travel to other places with them if they have concerts outside South Korea. Fourth, I would really have fun working and I know I'll be compensated really well since they come from a big company. I would be able to give the needs and wants of my kids while enjoying work. And lastly, I would be able to watch their concert live again and again, which is one of the things I want to do on my bucket list.

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?

The stressful situation I have experienced in my past workplace was selling their products or services. I really had a hard time selling because most of the customers that we encounter are only calling to fix the issue they're experiencing on their service which is sometimes internet, home phone, and cable. We are required to have a close sale of at least 2 of the services we offer every month. What I tried to do to overcome it is upselling to every customer eligible for a new or additional service. I was building a rapport as well as making small talk every time I had the chance to, especially when we were still waiting for the signal to be completed. This actually makes the customer feel comfortable talking to me and once I have provided the information that we can make some changes to their account to make it cheaper with additional service, they were really excited to know about it and I ended up closing a sale.

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 which is a temporary trainer, the task that I found most challenging was dealing with or handling a know-it-all agent as well as the elderly. First, for the know-it-all agent, they tend to share everything they know that would sometimes overwhelm their teammates who are new in the industry. And for the elderly, there will be times wherein they're unable to cope with the pace of their teammates in training. The task that I enjoyed the most was handling different kinds of characteristics. It is challenging and at the same time fun. You get to know other people as well as understand each one of them, which is one of the things we also need to do as a trainer. Teaching them new things, and sharing ideas, and experiences that they would be able to use. It also makes work enjoyable when there are people who remember you as a good trainer.

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

If my previous manager/coworkers described me, they would describe me as a really funny person as well as a quick learner. They usually say that I can do it at times when I'm doubting myself. Some of them would also say I'm a risk-taker, because if there are any available positions that I am eligible for, I usually apply for them, whether I get in or not. The important thing for me is that I did my best and it was a good experience. Some would say that I'm a good friend or they would say that I'm the person whom they share their secrets with. I'm good at keeping secrets. I usually don't know why they love sharing their secrets with me. There are some who's going to say that I have a bad temper especially if I repeated things multiple times already and you still could not get it.

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

I was most proud of being a temporary trainer. I was also a confirmed trainer for a new account with my previous job, but I did not accept it because I would be too far away from my kids and the salary was not enough. But I was really proud that I had the experience of being a temporary trainer because I was able to encounter different types of trainees like some are really young, some are as old as my mother, some are new graduates, there were others from a different field like an Airport Mechanic who tried the BPO industry because of the pandemic we are facing. I was really happy that I was able to share my knowledge and experiences with them. They also taught me a lot of things like understanding that each one of us is a different type of learner. There are some who learn fast by reading and some by virtual learning.