

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

I took a Bachelor of Science in Tourism as my degree in college because my dream ever since I was a child was to be an International Flight Attendant. I was really curious back then about how it felt to fly on a plane most of the time and they get to travel the world while earning a salary. Before I took BST, I had no idea that this kind of job has a height requirement, unfortunately, I cannot pass their requirement. And since I had already taken up the course, I decided to just continue with it because aside from being a flight attendant, I also liked to work in the Hotel Industry. I honestly don't know why, but maybe because I idolized my older sister so much that I wanted to follow in her footsteps. She also took up the degree of Bachelor of Science in Tourism and worked abroad.

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?

Yes, I have. I experienced this stressful situation when I was working for a BPO company here in Bacolod. It was my first time working in a BPO company and I really have no idea how the industry works. Thankfully I passed the trial period. This incident happened on my 1st day after the trial. I was already taking calls and a certain customer called in very irate. He was looking for his school refund which we haven't received yet based on the disbursement records we have. So, I told him the truth and he doesn't believe anything I say because according to his school office, the refund was already disbursed, which is not true. I don't want to give him false hopes so I explained to him how the process works including the timeframe. Unfortunately, he didn't listen so the call lasted for 30 minutes before he asked for a supervisor.

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 most challenging task I think would be dealing with irate customers. It is really true when they say you should be emotionally brave when you work in a BPO company. We cannot control their feelings especially when it comes to handling their money. We also cannot judge them by how they feel because some of them only rely on their everyday days with the disbursement we process. However, it is also hard to control our emotions as Customer Service Representatives when we are talking to or dealing with irate and narcissistic customers. As much as I can, I stay calm and I don't let these curses from customers ruin my day. On the other hand, not all customers are irate when looking for their disbursements. Others are very friendly and nice to talk to. The task I enjoy the most is when every time I solve their problems like creating tickets for unauthorized transactions. It feels good when your customers are happy with the outcome of your work.

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

It feels overwhelming when I hear praises or nice words from my coworkers and managers. I speak softly not only with the customers but also with everyone. I get hurt when other customers are bad-mouthing me, which is normal in my previous work environment. I almost cried in some instances but I know how to keep myself calm. I don't get mad easily. I don't put myself on mute on the phone and curse them back. Because of that, my coworkers will describe me as a very patient person. They

would ask me sometimes why I don't get mad. Others make fun of me by the way I speak, but it is okay with me. When it comes to my managers, they would explain that there are also disadvantages to the way I speak. They say I sound unbelievable sometimes, which is a bad characteristic as a Customer Service Representative.

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

The biggest accomplishment I am most proud of is my children and the bond between my family and me as a mother. I really try my best to set a good example for them. Everything that I do is for the good of my children and for them to have a bright future. I am really proud of how my husband and I guided them to be the people that they are right now. How they love each other as siblings, how sweet and caring they can be, and how respectful they are to us, their parents, and everyone. Aside from being proud of my children and my family, I am also proud of myself with also the responsibilities that I have at home and at work. It is not easy to be a working mom. I have to keep the home clean and everything in its place before and after work. It is tiring, but all worth it for my family.