

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

If anything was possible, my dream job would be a psychiatrist. The reason is a little bit personal. As a kid, I used to see my mother and Father fight a lot. Mama was easily irritated, and my Papa was a drunkard so they had their reasons. Their fight, though, became a part of my memory that I don't want to remember. I used to think my mother had an anger-management problem, so I thought I would take psychology and be a doctor to help her. Besides that, when I started studying psychology, I got to see more than just crazy when I see mentally-ill people on the street. I also wanted to help them heal. People become different things for so many reasons and I wanted to know what those reasons are, so I can help. I also wanted to get to know more about myself, and the things that I have yet to see about myself, that's why.

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?

I would say I had a lot of stressful experiences in my past workplace. I worked as a customer service representative previously and had to deal with customers most of the time. There are customers that are extremely insistent on what they want to happen and won't stop until they get it no matter how many times I explained my scope and that I can only do what I am allowed to do. It becomes really frustrating when they act like they don't understand and still insist or ask for a higher-up. I overcame the stress mostly by going out with my friends during the weekend or on rest days. I breathe fresh air and rant to them about how bad my week has been. Sometimes, I binge-watch sad Korean dramas to cry my heart out. That usually makes me feel better until I feel stressed again when I get back to work.

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

I find my customers to be the most challenging part of my task/ job. I've memorized the processes but to get the confidence and trust of my customers, to make them think that I can help them, especially when they are already irate, is the most challenging. Like the internet providers here in the Philippines, it takes a lot of time to reach a live agent to speak with regarding concerns and the same thing happened in my previous workplace. So, when the time comes that my customer reaches my line, they are already irate because of the long wait time and ask for a supervisor instead of speaking with me. The task that I enjoy the most, on the other hand, is looking for a much lower-priced product or service for them so that they can save on their bills. I love how they appreciate me when I am able to provide them with something since when the pandemic started, bills and necessities increased so they had to sacrifice one thing or another to get through the pandemic.

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

People view others differently. In my head, I might have a different perception of my performance at my previous job. They might describe me as though I am their kid. When I started working, I was 19 and was always the youngest of the team, so I am often treated like one. I am still lacking, and still have a lot to learn but I sometimes hear my team leader say, "you sure know a lot", or "you're so good with processes" because I learn fast and I remember things pretty well. My co-workers also treat me like I'm their younger sister, but they ask for help when there are complicated processes, or if they are making errors with their tools. I think they might describe me as helpful. I don't want to assume things but this is mostly who I was and how I was in my previous workplace.

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

Personally, I am most proud that I was able to fund the building of my own room. I didn't have my own room at our house and there was little to no privacy so when I started working, I wanted to have my own room. I was able to have my own room a year and two months after working so I was happy. I was also able to provide monetary support for my mother during the lockdown as well as purchase my first cell phone with my own money. Professionally, since I've always heard this, I was proud when I got into my first call center company, Concentrix. I was proud that I passed their exams and was able to work there because of its reputation, being named top #1 in its industry. Then, when I left, I worked at my second call center company, which is another big company, Transcom. That being my first and second company just made me proud that even at 19 and 20 I was able to work at the top two big companies in Bacolod.