

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

If anything was possible, my dream job would be a business owner of a daycare center for babies and toddlers. Since I was a child, this has been my dream. It started when we were still living in Cebu and our Church has a designated area for kids depending on their age every Sunday morning so that parents would not be disturbed while the service is still going on. One day I saw that room for babies and there were rows and rows of cribs while toddlers had a lot of toys on the floor. That day I dreamed of becoming a daycare worker but now as I age with my degree wherein, I studied Business Administration, I want to build a business and be a hands-on owner. Though the market is not yet ready for that since Filipinos are big on saving money and refer to having their relatives take care of their children, I still want to pursue this plan someday if it is possible.

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 experienced stressful situations in my past workplace. I previously worked as a Customer Service Representative in one of the BPO companies here in Bacolod. Working in a BPO company is not a walk in the park, especially if you are also studying at the same time. One stressful situation that I can remember is dealing with a workplace that does not have good facilities since I was assigned to one of the computer shops that the company rented while the construction was still going on at the main site. There were no soundproof table barriers so the noise from everyone was echoing which made it hard for me to hear my customers and they also got irritated by the background noise. I overcame it by accepting the fact that it was out of my control and focused on ensuring that the customers could hear me well instead of stressing out.

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

In your previous position, the task that I did find most challenging was processing orders on card payments. It was challenging because the system for processing card payments takes longer than the cash payments, and sometimes there are errors on the system so their payment won't go through, and I would asked again for the card information which makes them more irritated. Sometimes customers also forget their card information, especially the ZIP bill code, and without this the payment will not go through and the order will not be placed. While the task that I enjoyed the most was placing orders for pick-up. This was the easiest task because I didn't have to ask for the delivery address and all payments were made in cash. This means that it only takes 4 to 6 mins call time and I can proceed to another call which I will have I better chance of having a successful call.

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

My previous managers/coworkers would describe me as a person who always comes on time and one who always strives for the best result. I was never late to my previous job even though my shifts started at 3 am or 4 am. I always make sure that I would be at my desk 15 mins before my shifts start so that if I have system issues, I still have time to get it fixed. They would describe me as one who always strives for the best result because I do not settle for a red mark on my scorecard, and I did not get one during my time there. I always listen to feedback and apply it. I formulate strategies that would work well for me to enhance my productivity and efficiency because for me everything is work in progress, and there will always be room for improvement in every aspect of life.

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

As of the moment, I am most proud that I am still here on trial. This is a great opportunity for me, especially since I am still a fresh graduate with little work experience and limited skills. Every day is an achievement and a chance for me to improve my skills with each task and feedback given. I am proud that I'm experiencing the work-life balance environment here in Pathcutters, and unofficially being a part of a company that values the well-being of their employees and ensures that everyone has skill improvement. This chance was a blessing for me to explore my strengths and weaknesses to know which areas I can still improve, and the things that I should eliminate. Not all were given a chance like this, and making this far unto the 6th day of the trial is a moment that I'm currently proud of in my professional accomplishment.