

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

If anything was possible, my dream job would be working on a cruise ship. For me, cruise ships are one of the most beautiful places to stay and work at the same time. Even though there are disadvantages, one of which is you will be apart from your family for several months, working long hours, and so on, there are also advantages to the sacrifices you will make. If this is achievable, I will have the chance to travel the world while working and at the same time, enjoy the things and the job I dreamed of. I will become more self-reliant and will get to know a lot of people in different parts of the world, get to know their culture, their religion, their language, and many more. I will be able to help to break the barrier in terms of communication to other countries so we become a better world where there is no hate and discrimination to our future.

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 experienced a lot of stressful situations in my past workplace. We will never get away or we will always experience stress in our lives. Stress is a part of our everyday life that challenges us to become better and to become wise in every situation. I experienced a lot of stress, one of which was when we were asked by our operations manager to make immediate changes to our daily routine due to our records of performance. I overcame it by having a conversation during our meeting with our operations manager to understand the point of the changes and adjusted accordingly to my daily routine. One example as well as when I spoke with the escalated customer and the customer stated curse words on the set of the call. I was so stressed out that all I ever did was apologize and listen to the customer so I could understand the customer better and provide a resolution to the concern and it went out well.

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, there were a lot of challenging tasks that I experienced. There is a lot of information to learn and you have to be prepared all the time since you will never know what type of call you will handle if it will be troubleshooting, billing, refund, savings concerns or just transferring the call to set up an appointment with the technicians. The task I found challenging the most is taking inbound escalated calls because the customers expect a lot from us and at the same time, some escalated calls require a lot of time and conversation to set a middle ground with the customers for us to resolve the issue they are encountering. The task I enjoy the most is when I update the account information of the customers, send the customers emails and reminders and do outbound calls to provide resolution of the cases that were assigned to me to build rapport and to resolve the concerns the customer have for us to have loyal customers.

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

I think my previous managers/coworkers will describe me as jolly and at the same time boring. Boring since most of the time at work, I am busy doing my tasks, making outbound calls, and worry a lot about resolving the concerns of the customers since If I am assigned to a specific customer, I am the last person that the customer can talk to and I need to resolve the concern that they have on their account. Jolly because during our breaks, our lunch, or after our shift, I spend most of my time with my colleagues and share our experiences for the whole day, share what's new in our lives and share our plans on where we will go and what we will do in our paid leave, birthdays, events in our team/ team building and more and I am always excited when we talk about these where we can unwind from our work.

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

For me, I do have a lot of things that I considered accomplishments in my life. As for my personal or professional accomplishments, what I am most proud of is that I can be able to stand now for myself. Before I was too dependent on my parents, especially in financial needs but now, I can be able to buy what I like and share my salary with my parents, help them with our bills, and seeing the smile on their faces is one of my biggest accomplishments. In life, just simply waking up every day, and being humble is a blessing and an accomplishment for me. I also accomplished graduating from college with the help of God for being always with me, my parents, and my friends. My experiences as well are my greatest accomplishment where I was able to learn a lot, still ready to learn, for me to know what to do better the next time around. There are a lot of things we have accomplished in life; we just have to know the worth of our experiences for us to consider them as our accomplishments.