

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

My dream job is to be a successful baker. I was influenced by my mom in baking, way back when I was in high school. It's also one of the reasons I took up Bachelor of Science in Hotel and Restaurant Management, aside from that's the only course I can take within our Municipality. Baking is one of my hobbies as well. I bake if I'm happy, stressed, or sad. Before I dreamt of baking on a cruise ship or in a hotel and baking every meal, especially every time there is an event like birthdays, weddings, and other celebrations. I wish to create extraordinary desserts for guests, cakes, cookies, and any sweets that match every occasion. I also love to see people love what I bake. I somehow started to sell it in my previous work and I love how people compliment my baking skills. I sometimes bake just to give it to friends. That's why even though I was not able to get my dream job, I can still bake for the people I love.

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 experienced this in my previous job. As a team leader, you are in charge of taking care of your agents while at the same time attending meetings and creating reports. There is this one time, after my rest day, we are supposed to meet with the executives to report the running customer satisfaction survey for the week by the first hour of my shift. I just got back from my rest day; I wasn't feeling it, but I'm ready. During the first 5 minutes of the meeting, everything went well until our director asked my manager about the action plan we are doing to help the agents get a higher CSAT. My manager, unfortunately, was not able to answer, so I jumped into action and I was able to explain to our director what I had been doing during my coaching session with the agents. I was able to overcome it because I was doing my daily coaching sessions religiously.

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, I found the most challenging was the coaching session. It is challenging if the agent I'm coaching has the same behavior as our previous conversation. That means, the action plan we created did not work and I will need to ask 5 why's again to get the root cause and create another action plan that could help my agent. Sometimes, root cause analysis is difficult as some agents are filtering their answers because they think they will be scolded if they tell the truth about why they didn't do this and that. On the other hand, what I enjoy the most is talking to our clients. We have a one-on-one meeting and this is the time where we can ask questions about products and process, and at the same time,

this is where we are being commended with our work. This includes CSAT, customer handling and accuracy in sending emails.

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

My previous co-workers would describe me as an introvert. I don't talk a lot unless I'm comfortable with that person. I do what I say. Every task given to me is completed on or before the deadline. Sometimes, they would describe me as fearless as I talk back to my manager or other departments, but of course in a good way or if only needed. For example, if our workforce tagged one of my agents late even though that agent was on time, and after multiple times of reminding them to update the tagging, they still didn't do it, then that's the time I will somehow talk with authority to get their attention. Some would also describe me as "terror", as I am the type of person that is "by the book". I follow each rule and regulation given by the company, which is why some agents from my previous program were afraid of me.

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

A personal accomplishment that I am proud of is that I've been a Team Leader. Although it's not too long I am proud of myself that I was able to accomplish something new being in the BPO industry for almost 5 years. As an introvert, it's a challenge for me to interact with different types of personalities and how I will change myself into an outgoing type of person. I feel proud because I was able to do all of those in 1 year of being a Team Leader. I was able to make new friends between my co-TLs and my agents. I was able to change my personality, from being a shy person to being friendly. I can say I was able to upgrade myself to a better version of me and influence the people around me in following the rules of the company and the client. I am proud that I was able to deliver the best of my work while working in my previous job.