

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

I would be working in the music industry if everything and anything was possible. Since I was a child, I have this strange inclination to music that I couldn't explain. Music is a form of artwork that's meant for our ears to hear. I grew up hearing different artists portray their artistry through the art of music, and I can only appreciate the beauty of it. I love it when hearing different kinds and types of music can lift a mood up and can also easily make you cry a river. It is truly amazing beyond words. Børns, G-Dragon and AKMU were just one of the few artists that truly lit up this aspiration in me even when I lack the talent and the passion to really pursue a career out of it. Imagining it was fun, and yes, if anything is possible, then I'd be out there making music.

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 did encounter a very stressful situation back when I was working as a call center agent. As a shy and quiet person who landed a job in an industry that requires me to talk all the time and pretend to be professional and be an overall nice person to some people who lives on the other side of the planet, it was a very terrible experience. Aside from talking nice to the customer and being treated unlikely of a person while maintaining to be calm and cool about the whole thing, you also need to manage your scorecard on top of that. I am a very sensitive person that's why I thought I wouldn't survive working in BPO industry in all honesty, but in a few months of talking to a few horrible customers, I learned to just be chill about it, they can curse all they want but they would still need my help at the end of the day. I also try to watch fun videos online when I'm out of work so I wouldn't dwell too much stressing on things that happened while on the job.

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

On my previous job, I find conversing to different types of people the most challenging one. It is part of the metrics on my previous job to avoid having dead air when talking to a customer. I am not the chatty type so if I asked, "How's your day?" and the customer answers either they're doing great or if they don't feel good, I really had a hard time finding the right words to keep the conversation going, hence the dead air. But setting that aside, I really loved when the customer calls in to fix their cable boxes. Sometimes, those boxes were not just properly inputted into the system and that's the exact part I enjoyed the most, adding and registering the box information into the customer's account. It was challenging but it is also fun. Also, the part where the customer appreciates you and being so thankful about your assistance, it is satisfying and truly rewarding.

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

My coworkers often describe me as a very quiet person. It's to the point that they were telling me they couldn't hear my voice even when I am talking to a customer despite being seated next to each other. They also once called me very chill, that's mainly because I don't really care about most of the stuff they are fussing about in the office, I usually just mind my own. But with my manager or team leader, I am someone that listens very well, takes every coaching session seriously, and executing

impressive results after every coaching session. I was not one of the performers in the production floor, but I was really thriving, and my team leaders also really appreciated my tenacity. Those were only the few of what I caught on when I interacted with them back then. Though in all honesty, I really do not have an idea how my co-workers perceive me.

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

I am most proud of landing a job offer after months and months of trying when I was a still a fresh college graduate back in 2019. Even when most people consider landing a job like it is as very simple and easily attainable thing, but for me it wasn't. I am quite a reserved person; I also get nervous easily and my social anxiety isn't helping either, so that added to my existing worry of not getting a job indefinitely. After graduating, I pushed myself and tried to get out of my comfort zone, went out and applied to many job openings I can find. I received multiple rejections after rejections that I worry there wasn't going to be a job that's meant for me. So, when the interviewer in Concentrix told me that I am hired, I almost couldn't believe it myself. Reached to the point I survived training, passed the probationary period up to regularization, it's no easy feat for me but I am proud that I can accomplish that.