

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

If anything is possible, my dream job would be an architect. My uncle is an architect and growing up I saw how awesome his sketches were. I saw how good a building can look just by viewing the blueprints. I saw how dedicated he was to his projects that he even let me come with him to see for myself how construction works. During that time, I was fascinated by the intricate designs he laid down. He was also asked to be stationed abroad because of his skills. By that time, I saw myself becoming an architect. Though I am not gifted with creative hands for drawings or sketches I can still see myself planning and building my dream house. I have my own vision of what materials it is made of and what the interior and exterior designs will look like. I just hope I decided to study it back in college.

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 experience a stressful situation in my previous workplace. I was a Subject Matter Expert by that time and was tasked to train new employees to do Back Office tasks. The training was smooth and I had a good time, however, one of the managers failed to notify me on time that the Back Office tickets assigned to the new batch of hires needed to be audited prior to it being closed. Another one of my tasks as an SME is to ensure that whatever tickets that came in for the day gets closed on the same day. No tickets should be left unaccounted for. So, what I did is, I stayed for 2 hours after my shift to make sure that said tickets gets closed and processed accurately. I overcame the situation by knowing what tasks are more important and taking action to have it done. To make sure that this won't happen again, I became more active with communicating with our managers whenever we have a new batch of hires who will work with Back Office tasks again.

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

The most challenging task I did in my previous job is to relay delivery status of documents to customers. I find it challenging because delays with the delivery are outside of my hands. I feel helpless whenever customers need assistance but I can't do anything on my end to help them. On the other hand, the task I enjoy the most is dealing with customers either through calls, chats or emails. I have almost a decade of Customer Service experience across all BPO platforms and I do my very best to make all my customers feel that they are valued all the time. I love doing it because it makes me feel more humane. And whenever customers feel happy after I resolved their issues, I feel happy too. The fulfillment I feel whenever customers thank me is different from any worldly fulfillment I get. Also, just plain helping other people goes a long way. And I want to be given the same help I extended whenever I get old.

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

My previous managers/coworkers would describe me as someone who is eager to prove his worth to the company. This is because I was very competitive before and I want the managers to be able to see me performing so well every day. I can still remember that whenever clients came to the office, the management lets them sit beside me and observe me. Also, they will describe me as someone who will do everything to make the lives of his subordinates easier. When I got promoted, it became my mantra to share my best practices with my colleagues. I can still remember that I made them a playbook that houses I links and shortcuts to tools we use and every guideline, rule, and trick I use before to help them meet KPIs and pass their scorecards. I can also remember when random new employees come to me to seek assistance because they knew that I will help them and not leave their side until the issue get resolved.

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

The professional accomplishment that I am most proud of was when I got promoted to Subject Matter Expert, Escalations Officer, and Team Lead Trainee. Through these accomplishments, I can feel that I am being valued by my employer not just for my performance but also for my opinions. You need to understand that employees stay longer in the company when they feel valued and appreciated. This even made me stay longer in that company because I was given the opportunity to see the job in their eyes as part of the operations team. At the same time, it became a testament that as long as you strive harder and do your tasks correctly, you will be rewarded in the future. I am also proud of what I became because of that experience. I was very competitive before and I value knowledge the most but because of that I became more aware that personal growth is not as great as team growth.