

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

Being exposed in the professional world for seven years now, I've been through different jobs and roles, as well as known other jobs outside of my experiences. However, my dream job is anything that's in the government or public office. I've been dreaming of this for a long time now because I am really amazed imagining myself serving the general public with my way of answering and catering to the needs of different people and clients daily thanks to my experience as a customer service representative for more than five years. Also, I also want to experience how to collaborate with the different branches and departments in the government and to know more about their different processes and operations. In addition, I have some of my friends and persons whom I know that are currently working in the government and I heard a lot of positive feedback about the feels and benefits of working there and the opportunities that are in store.

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?

In the entirety of my work experience, the most stressful situation that I have gone through was when we were relegated back to taking in calls from chat support without any proper notices and preparations. We're already doing great in our roles in chat support, as we have provided great numbers and outputs as a team, when all of a sudden, we're told about this abrupt change that left us flabbergasted and in shock. Another thing that we encountered was we're asked to go back on site (since chat supports are in a work-at-home setup) and most of us have already left our respective apartments and boarding houses, thus forcing us to look for a new place to stay and come up with the needed payments upon moving in. It was really difficult that time because this situation happened just after a super typhoon wreaked havoc in our province and most of us have exhausted all of our savings to spend for repairing the damages left by the said catastrophe.

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

There were a lot of tasks that I've experienced in my previous position, but the one that I found the most challenging was to be a temporary team lead whenever our supervisor is out for a meeting or whenever he/she cannot report for work. I've chosen this task because I have to look after our team while doing the tasks that I have as a customer support representative. These tasks include answering their questions about their respective calls, extracting customer satisfaction reports and average handle time every hour. Also, whenever our managers have any questions about our running day-to-day and/or month-to-month performance, I'm the one who answers to those questions and providing insights and projections while taking in calls at the same time. Yes, this may be a very difficult to others but I really liked these tasks because this gave me a privilege and a chance to enhance my leadership and people management skills.

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

I've worked with numerous co-agents, supports, supervisors, and managers over my experience, and have established strong professional relationships as friends in and out of the workplace. One of the descriptions that I usually hear from them is that I have a sense of leadership. This is because of my habit of checking on each of my teammates if how they are doing in their tasks or calls, and constantly giving them feedback, advice and motivation that gave them an uplifting mood and positivity amid pressure. This paved a way for me to be given occasional supervisory tasks and/or assignments. Another description is my willingness to join any engagements that the account or company organizes. They've admired me on this for I've set an example to my other co-workers to be active and to get out of their comfort zones through engagements as this will help them enhance their interpersonal skills and how to deal with different people audience.

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

I can point out a couple of accomplishments that I'm most proud of. First is acquiring my very first motorcycle. Prior to the acquisition, it has been my top goal that I'm very eager to achieve since I've been riding on two wheels for a long time, and I'm still not allowed to get my own bike unless I get a driver's license. So, when the time came that I got one, that led my father to finally get my own bike, and it has now brought me to different places. Next is when I have learned to play the drums all by myself. I'm a member of a marching band in high school when I fell in love with percussions. When the time came my eventual brother-in-law uploaded drum covers to our laptop, curious me watched those and my love for playing such instrument have further developed. And to date, I've been playing the drums in our church and have been a proud testimony of how I was able to learn from scratch without any professional training and passed it on to my fellow young people.