

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

If anything was possible, my dream job was to be a soldier. When I was a kid, I always watched movies, especially ones about soldiers who were going to war and defending their country. Together with my younger brother, I used to construct a warplane out of cardboard boxes and play like we were going to war. I also always asked my parents to buy me a toy gun whenever they were going to the city. I always show my respect to soldiers who are defending their country and setting a good example to others, even though they are away from their families. Being a soldier takes a lot of courage because you never know when the war will begin or if you will be able to return to your family. I have relatives who are soldiers, some of whom hold higher ranks, and if given the opportunity, I would like to join them and defend my country.

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 have experienced a stressful situation in my past workplace. I was a customer service representative before working here at Pathcutters. We are dealing with customers who are having problems with their accounts. There are customers who are calm and easy to talk with, but sometimes you will be able to talk to customers who are already irate. You cannot even say a word to them or ask what is happening; all they do is yell and ask for a manager. One time, I had a customer who was exactly like that; he kept on yelling and using profanity, and I could not even provide my opening spiel to him. It is so stressful to have that kind of customer, and what I did was to let him vent until he could no longer say a word. Even though it is very irritating to hear someone yelling at you, it is still my job to help them, and I take note of the important details that he is mentioning about his concern. After he vented his anger for about 3–4 minutes, I told him that I understood that he was frustrated about an unsolved problem and that he did not want to speak with me except for a manager. The next thing I did was to reassure him that I was listening to his problem and that I knew he was eager to speak with a manager, but I still told him that I could help him with his concern because that was my work, and I assured him that if he was not satisfied with my resolution, I would transfer the call right away to the manager. I was glad that he agreed and provided me with important details that helped me resolve the issue. He was thankful and also apologized to me a couple of times before we ended the call. Being calm in a stressful environment is useful and an advantage because you can think straight when it comes to solving a problem.

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

As a customer service representative, the most challenging task is to remain calm when talking to an irate customer. There is no limit for the average handled time in our account as long as you can help the customer, and sometimes the call will last more than 30 minutes. In those 30 minutes of talking to an irate customer, sometimes you just want to go home and shut yourself in your room, especially if you are a newbie. You have to deal with that kind of customer every day, and I am thankful for that experience. One time, my manager taught me a method for dealing with this kind of situation. It is called the LEAF+1 method, which stands for Listen, Empathize, Apologize, Find a Solution, and +1 is to go above and beyond. The task that I enjoyed the most is when I am making outbound calls because, before calling the customer, I already knew their concern due to the fact that they had already emailed us about the problem, and that makes the task easier.

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

My previous manager and coworkers describe me as a dependable clown on the team. Whenever I am in the office, I always joke around, even in a stressful situation. Whenever they are in a tight situation, I am always there to help them because I know how it feels to have nothing to depend on. I just want to be that kind of person who can ask for help, except for money problems. Being a dependable person comes with a perk: people around you trust you more and will help you when you are in need. Every shift, I have this routine: I always say "goodbye" to them one by one in their cubicle, and I always do it 3 to 4 times by the end of my shift, until they laugh and tell me to just go home already. When I decided to pass on my resignation letter, they were very sad and asked too many questions about my plan. I am happy as well as sad to know that they trusted me as a friend and that they are having difficulty letting me go.

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

The personal accomplishment of which I am most proud is that I am able to provide for the needs of my family. I can support my parents, and I can help my youngest brother go to school. I am the breadwinner, and I am proud that I was able to overcome our financial difficulties, especially when my mother lost her job. I was not able to pursue my career due to that reason, which is why I worked as a service crew in a restaurant for more than 3 years so that I could help my parents with their financial problems. The professional accomplishment of which I am most proud is that I was able to learn new skills and improve them. I decided to switch my career from being a service crew to a customer service agent in the BPO industry. I was upset at first because it was my first time applying to a BPO company, and I was rejected multiple times until I was hired. In that time, the first thing that comes to mind is to learn everything, no matter how hard it is, especially communicating verbally with others because I am the kind of person who seldom talks. I learned a lot about how to communicate with others, and I was able to use it both professionally and personally.