

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

If anything was possible, to be honest, I don't have a dream job. I dreamed to be a rich businesswoman. I am not quite sure if being a businesswoman a job. I want to create jobs and opportunities for people. I like helping people, especially those less fortunate ones because I can totally relate to them. It's really hard to find a decent job nowadays. When I was a child, I always believed that education is the key to reach your dreams in life not realizing how hard it is to get a college diploma. My parents were not able to support me financially during college. I see and understand my family's situation and because of my eagerness to graduate, I worked and at the same time continued my studies. In my 3 years as a working student, I became responsible and independent. I then realized the importance of job opportunities to people.

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 lot of stressful situations in my past workplace. My role was to provide technical support to our customers. The job itself is easy, the challenging part is dealing with irate customers. Most of our customers are upset when they called in. They tend to shout and even curse at you sometimes. As humans, it's really affecting you emotionally. As time goes by, I have finally overcome it. I always remind myself not to take it personally and there is always a reason why customers are acting like that. I have followed several actions to deal with irate customers. First, let them vent their frustrations. You listen to them and understand where are they coming from. Next, acknowledge their concern and provide assurance that you can help. Lastly, you position your resolution. If there is no real-time resolution, at least exhaust all your resources to provide options to the customer.

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, the task I find most challenging aside from dealing with irate customers, are the elderlies. It's quite challenging because obviously, they are not that tech-savvy. As technical support, you have to slowly let them understand why their services are not working properly. You tend as well to repeat yourself in giving them instructions on the troubleshooting steps that need to be taken. In BPO, you are given a specific time to finish a call. When you are dealing with an elderly customer, most of the time you are not meeting your time metric. Ironically, I find it challenging but at the same time enjoyable. Yes, I enjoyed working with elderlies because most of them are kind. They are fun to talk to. In addition, they sometimes like to share a few of their life experiences to which you can totally relate. In the middle of your stressful shift, at least you encounter people who give you kind words and I think that is wonderful.

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

My previous manager always commends me for how familiar I am with the job processes that need to be followed. My coworkers, as far as I remember, find me an approachable and fun person. In our team, I was the most tenured on the account. If our team leader is not around, they tend to approach and ask me what to do about their customer's issues if they are not really familiar with it. I like helping them because I was once in their position as well. In addition, as what I mentioned earlier, they find me fun. We are cracking jokes all the time because the nature of our work is stressful, but at least we find ways to divert our minds. I always spent my lunch break with them and we sometimes do fun things like TikTok before we go back taking in calls. I was a little sad when they decided to end their employment but happy at the same time knowing that they are pursuing things they like to achieve.

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

I have a lot of personal and professional accomplishments. The accomplishment that I am most proud of was getting my college diploma. As I mentioned above, I was a working student for 3 years. I encountered numerous challenges that help me become the person I am today. I became so responsible for managing my time for school and work. This experience molds me as well to be independent since I was living away from my family. On that journey, I met different people with different perspectives in life. I have learned not to judge people easily since there are always reasons why they are behaving like that. I heard some of the life stories of my coworkers who were students as well, then realized that there are so many things to thank God for despite the crisis that I am facing every single day. I will be proud to share this accomplishment with my children in the future.