

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

If anything was possible, I'd probably be a writer of fiction. Ever since I was a kid, books were my constant companion and I find myself lost in a fantasy world for hours. I have a vivid memory when I read Lord of The Rings for the first time. I spent a week holed up in my room reading about elves, men, dwarves, hobbits and orcs. When I was done, the world I lived in looked bleak and pale in comparison. From there, the amount of fiction I consumed would pile up. It was in high school and college that I had taken a stab at actually writing my own piece of fiction. The reason is simple, I would like to emulate the same effect that the authors I admire have on me, to disappear into the pages and into a world where you meet a hooded stranger in a dark alley offering you the gift of eternal youth and the adventure of a lifetime.

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 my previous job, we mostly handled emails from customers who had issues with their debit cards and. Though we work at the back office, we do callbacks every now and then. This happens when the same issue has not been resolved and the customer has already sent multiple emails. On a particular occasion, I had to perform a callback on one such customer. She was an old lady from Florida and she was frustrated with her account statements. After fulfilling security verification, I asked for her specific concern and while she was venting out her frustration, I reviewed the account and any notes left by previous agents that had assisted her. She was simply mad because an unauthorized transaction had occurred on her account and she was advised that she had to wait for 10 days for an update. I already knew the resolution to her concern but the conversation was simply getting nowhere since she was frustrated and would not allow me to speak. Whenever I tried, she would simply cut me off. Since I did not want to waste both of our time, I simply asked her if she would like me to assist and she assented. I explained to her that disputes take 10 business days for the initial review since our team needs to review the transactions before providing any update. I provided her the claim and reference numbers and advised her that she should call back on the date I provided and reassured her that she would be given an update regarding the claim.

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 challenging tasks to perform involved handling complaints. This would mean emails pertaining to the Better Business Bureau and other government agencies. For example, the customer states that he/ she will be reporting us to the BBB with the details of their concern, my task is to review the email thread and check whether the previous agents have provided the correct resolution to the customer. This also means reviewing the notes from voice agents who the customer may have spoken with regarding the concern. The goal is to pinpoint the cause of the complaint and summarize it. After, the email will be forwarded to the team handling complaints, providing the details of the concern, and the contact information for the customer. Then, I will also need to compose an email responding to the customer stating that their concern has been escalated to the correct department and include a resolution in that is within my scope.

The task I mostly enjoyed in my previous job would involve handling easy email drivers which would mean meeting the required productivity for the day which in turn results in a good score at the end of the month.

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

My previous coworkers would probably describe me as someone who is low-key and does his job but still manages to socialize and be a team player every now and then. My previous managers and team leaders would probably describe me as someone who can be relied on since I take particular pride on my adherence to schedules and such. Most of them would also agree that I tend to get frustrated with problems that I am unable to resolve, especially back when I was still handling calls. One of the team leaders I look up to would probably tell you that I have a short fuse when it comes to dealing with uncooperative customers but he would also tell you that I would still do my job regardless of how I felt. Some of my coworkers may also describe me as someone helpful since I know my way around the processes and the tools that we use.

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

In terms of accomplishments, I had a couple in my previous work. I was awarded as one of the top performers during my tenure in both voice and email. Some of them were even unexpected. Scores determine the top agents in my previous job and my team leader at the time didn't really focus on this and instead coached me on things where I should work on and provided action plans on how to reach them. I remember him distinctly stating after I was awarded that it was merely a by-product of my perseverance and willingness to learn. Actually, I would say that my biggest accomplishment is the fact that I was able to absorb the things that my team leaders had taught me. I was also a support for a time guiding newbies to the ins and outs of the account. In terms of personal accomplishments, I had learned a couple of things regarding human psychology from a couple of books I am currently reading.