

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

Since I was in grade school, I love Math subject and have always daydreamed about working in an office setup. That pushes me to take ICT and Entrepreneur as my special subject when I was in high school. They taught us about basic computer functions and basic things about entrepreneurship as well. It also includes bookkeeping and basic accounting and that's where it all started. I fell in love with accounting. I find it complicated but fulfilling at the same time when I can solve or balance our Balance sheets and T - accounts. If only I was given a chance to pursue what I love, maybe today I'm already a Certified Public Accountant. Though a lot may say that it's a complicated and hard kind of subject or profession, I find it interesting. I'm fascinated by how they list down all the expenses and revenue of the business, how they manage to budget the fund and all that stuff in the business. Maybe I'm just really into business and that's why I also love to know how all that accounting stuff.

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?

Stress is our everyday meal when I was still working at a BPO company. I believe that is a normal thing if you are in that in that industry. Customers will mock you or sometimes they are just going to throw shitty words at you. I stayed in that industry for 5 years and 6 months and I just became used to it. What is more stressful though is when I'm already in a situation where the issues or errors that customers are complaining about don't have any resolution at all yet (which is common as well in telecommunication companies in the US) and they will give us low survey ratings in return. Every time I'm torn in that situation, I always think about the good things that the company gave me or the great things that I benefited from the company when I started to work for them. In that way, I can calm my mind and convince myself that even I'm in a stressful situation I still have something to be grateful for. I think it is just my defense mechanism when something bad happen so that I can just divert my attention and focus on good things. In that way as well, I can think and find a better resolution.

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, I encountered various types of customers. Some are easy to talk to but most of them are irate and hard to follow instructions. The most challenging part of being a customer support representative in a telecommunication company is when you're talking to oldies. Usually, they are not tech-savvy, they are not familiar with the phones, their features, and even the terms used. It really needs a lot of patience and expertise in order to make their phones work. On the other side, even though it's hard to teach them how to navigate their phones, it is also the most enjoyable part of our job. It is like you are teaching a kid or a baby how to write or do things properly. It will give you joy and satisfaction when they can do something that they haven't experienced or

even know about their phones. Most of the time when the oldies are calling for help, they usually want to call or text their family or friends from afar. But because the phones are already updated and with new technology, they are not familiar with it. The happiness though of hearing their voices that they can finally chat or call their family or friends is very rewarding at the end of each call.

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

I have worked with different people and teams before and they always tease me for being a “by the book” kind of agent. Usually in a call center setup, if you are a tenured agent already, you will know a lot of workarounds to make your tasks easy and short even if they are not stated in the manual. But in my case, what I used to do is I read the manuals and if there was something which is not aligned with our process, I raised them to our team lead or Quality Assurance Specialist. I am just too afraid to be escalated if ever that I will use the workarounds without the approval of our team lead or any from the support team. I’d rather use the long process or steps to finish my tasks or transaction if we don’t have a go signal yet from upper management to use the workarounds that usually only agents know or discovered.

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

I believe each of us has a different description of accomplishment in life, may it be personal or work-related. As for me, being present and able to attend to my son’s needs is a great accomplishment already. Being present doesn’t literally mean I have to be with him 24/7 but present in the sense that I can be with him even in just simple milestones that he achieves or going to achieve soon. I’m proud to say that I am a tired mom. Tired but a happy mom. Never in my life that I imagine that I can do all things for the sake of someone’s life. It is hard to explain how and why moms are proud of their child or children actually. Why moms are proud that they can do both work and being a nanny to their child. Or why moms are so exhausted even if they just stay at home the whole day? Only moms can also understand how much patience, love, sweat, and sleepless nights it takes to nurture a child. I’m just proud to be a mom. I don’t know everything yet. I’m a work-in-process mama but I know that I can conquer everything for my child. That’s my life’s biggest accomplishment right now and always will be.