

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

If given the possibility, my dream job would be a lawyer. Since I was a kid, I have always been amazed to see lawyers on TV. They look very classy and intelligent. I have always been a fan of TV series with a main cast as a lawyer. I love the way they ask questions to get the answers to come up with the truth. I admire their presence while they are asking questions between the victim, suspect, and witnesses. I'm also fascinated by how they come up with evidence and present it during trials. As I have mentioned earlier that I'm a fan of TV series with lawyers in them, I also love the funny side of being a lawyer which is sort of the theme of Ally Mcbeal. It shows the ups and downs of working as a lawyer. They also show the life of a lawyer in a law firm where there are other lawyers as well. They show discussion and contradictions between lawyers within the firm. Basically, I dreamed of being a lawyer by the way they present themselves, the way they ask the questions, and the way they support a certain topic or issue based on knowledge and evidence.

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 everywhere and can happen to anyone at any time. As a human being, of course, I personally experience a stressful situation in my past workplace. Working in a call center is very stressful. Stress can be caused by irate and rude callers. It can be caused by frustration if the equipment is not working properly, which affects your job. And stress can also be caused by people around you in the workplace. In my case, I really don't get stressed when it comes to irate and rude callers since they don't personally know me. I also don't get stressed when it comes to the equipment at work since I can do some basic troubleshooting to make it work or I can just transfer to any equipment without any problem. However, it's a different case when it comes to people around me in the office. For example, I left my previous work due to the bad treatment I experienced. Everything seems good at work and then one-day things changed. I got yelled at for a score that I cannot control. To be specific, it's the metric where the customer will answer if they recommend the company or not. The customer gave a perfect 10 for my customer service during the call but scored low on the recommendation. This is the situation that got me stressed out and the bad treatment is killing me mentally, so I have no choice but to look for a different job.

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

When I started with my previous company, they had a thing where you can use any opening spiel that you like. Some call center agents use a short line from a song as their opening spiel. Some use poems and some create their own spiels that rhyme with their name. In my case, I created my own spiel and used the rhyme to make it catchy. This is the one I found most challenging since there are a lot of irate callers yelling at the onset of the call. It's very challenging since it will feel awkward to be jolly to an irate person. The task that I enjoy most is basically answering the calls to provide help to callers whether it's troubleshooting or just general questions. Providing help and resolving the customer's problem provides happiness within me personally. I think being friendly makes you a helpful person and helping others will make you happy and fulfilled. Helping other people gives me pure joy and a sense of fulfilment.

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

I believe if you were to ask my previous managers/coworkers to describe me, they would answer it with the word "friendly". They can tell you that I have a lot of friends in the office. Some Managers that work on the same shift as me are also my friends. I'm a shy type of person but once we get close you can really say that I'm friendly. In the office, I smile at everyone I bump into even if I don't know them. I'm also friends with the people from the facilities and even the security guards at work. Aside from being friendly, they can also tell you that I'm fun to be with. I like to crack jokes. I love having fun. I'm the kind of person who will make fun of myself sometimes to make everybody happy. Being happy is contagious and I believe that is also very important in a workplace that everybody is happy.

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

Accomplishment is something that all of us are dreaming of. For me, having a family is very fulfilling and requires a lot of work. Being able to provide for my family gives me a sense of accomplishment. We may say it's just a small thing, but a small accomplishment is still an accomplishment. I consider being able to provide for my family as a personal accomplishment. When it comes to my professional accomplishment, I would say that it would be the time when I was still working with Convergys. The account recognizes the top performers for each month and at the same time recognizes the top performers for the year. I was recognized as the Top Agent for the month together with my supervisor who is the Top TL of the same month. Being recognized as a top performer comes with gifts and perks. For the recognition, we went to The Ruins in Talisay City. We had breakfast paid for by the company. There's also a raffle in which I won a glass jar which is kind of expensive. The other recognition I got is when I was recognized as the Top 5 Agent for the year during the accounts Christmas party. These two recognitions I received are the ones I considered as my professional accomplishment.